

\$795
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UNITE & UNIFY

Improve Team Dynamics & Culture

Learn Skills to manage conflict and difficult situations

1-Day
Leading Out of Drama (LOD)

19 September 2022

245 St Kilda Rd,
St Kilda, Melbourne

For more information
and to register,
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Are you struggling with difficult discussions with clients and colleagues? Are you experiencing some form of conflict within your team, in your workplace or at home?

Covid-19 has brought intense stress into our lives. This brings along with it Conflict, both internal and external, that may have a negative impact. Learn how to use proven tools and skills to get positive outcomes from Conflict.

Leading Out of Drama™ (LOD) is a behavioural-based model developed by Next Element (USA) designed to create awareness on how people participate in and contribute to conflict situations.

LOD addresses conflict, and reveals proven techniques to better handle conflict while it is happening. We will discuss the key indicators of slipping into negative conflict and also cover skills to manage difficult discussions. Most importantly, the course provides practical skillsets to address these negative situations and turn them into positive ones.

After the course, you will have the skills to:

- Differentiate between positive and negative conflict
- Recognise key indicators when people are in conflict or slipping into negative conflict
- Obtain strategies and skills to invite individuals out of a negative conflict
- Learn the skills to handle difficult discussions and to think on your feet

Note: Gain CPD credits - PCM is accredited by various colleges for CPD credits