



asc
training and
development

Managing Conflict in the Workplace

Duration

1 Day

Format

Face to Face



SISA
Self Insurers of South Australia

Announcing the third in our series of SISA sponsored Professional Development events - Managing Conflict in the Workplace.

Join us for a compelling day of presentations by keynote speakers who have first-hand experience and expertise in both the management of conflict at work, and the consequences of poorly managed conflict.

There will be opportunities to discuss issues you experience at work relating to conflict, how it impacts staff and strategies to mitigate potential harm.

When conflict becomes a stress claim

Organisational psychologist and author, Kathryn McEwen explores the role of conflict in stress claims.

- Prevention strategies
- Common triggers that move an employee from being in conflict to submitting a stress claim

Kathryn McEwen is also a coach and meditator. Early in her career she worked as state manager of a rehabilitation company and she continues to provide specialist advice in the area of occupational stress.

When conflict escalates into a Worker's Compensation claim

John Walsh is the Managing Partner of Donaldson Walsh Lawyers. John has practiced almost exclusively in the workers compensation area for over 20 years and counts amongst his clients some of the largest and best known national and state based employers. In this session John shares his significant legal experience and expertise in handling WorkCover claims and reflects on the negative impact poorly managed conflict has on this process.

Mediation and its role in mitigating the impact of conflict

Charles (Chas) Cini, a former Human Resources manager, is the Principal of MERS, and brings a unique depth of relevant knowledge, skills and experience to the mediation process. Chas has been an Industrial Agent registered in the SA Industrial Relations Commission and has extensive experience in unfair dismissal, Agreement Making and Court for Money Claims.

When things turn nasty...

Andrew Paterson of Empower Justice Services provides a fascinating (and at times humorous) insight into the dynamics at play when individuals turn to more extreme behaviour. Andrew was instrumental in establishing Crisis Care and was CEO of Victims Support Services. In addition he was the Manager of Mobilong Prison before establishing his own consultancy which specialised in aggressive people and victims of traumatising events such as armed hold-ups.

Exploring your own conflict management style

Tony Stone, Managing Director of ASC Training & Development, provides the opportunity for personal reflection on how each of us responds to conflict, and how we can learn to adopt a strategic approach to managing conflict based on the Thomas-Kilmann Conflict Mode Indicator.

Workshop Dates:

[Wednesday 22 October 2014](#) - [Click to Book](#)

[Thursday 30 October 2014](#) - [Click to Book](#)

[Friday 7 November 2014](#) - [Click to Book](#)

[Tuesday 11 November 2014](#) - [Click to Book](#)

Please note: All sessions are 9.00am- 4.30pm

Registration Details:

SISA Members \$80.00

Non-Members \$400.00

Please note: Employment related training is GST free.