

## **SUPERVISOR SKILLS - MANAGING CONFLICT 1-HOUR ONLINE WORKSHOP**

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**COURSE LENGTH: 0.1 DAYS**

This short targeted workshop style live online class helps team leaders develop their Conflict Resolution Skills.

This is an instructor-led class that you can attend from home or your office.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

These courses are facilitated in English, and are open to people from different industries in all countries especially across Australia, New Zealand, Singapore, Malaysia, Hong Kong and Papua New Guinea - this is a short but powerful learning experience that gives you global collaboration opportunities.

Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs see our outcomes in the reviews.

**\*\*Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

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## SUPERVISOR SKILLS - MANAGING CONFLICT 1-HOUR ONLINE WORKSHOP COURSE OUTLINE

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### FOREWORD

This 1-hour online Supervision class targets two specific skills only, allowing you to focus and get the takeaways you're looking for.

In this session you will:

- Learn to identify source of conflict in teams
- Recognise conflict is inevitable with people and it can be constructive
- How to resolve and manage conflict
- Collaborate with people facing similar challenges

This course is in English and facilitated by an Australian expert trainer with over 10 years experience.

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### OUTCOMES

**By the end of this course, participants will:**

- Have specific conflict management strategies
  - Developed and understanding of team dynamics
  - Understand sources of conflict and how to manage them
  - Have shared and learnt from peers in the region
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### MODULES

#### Lesson 1: You as the Supervisor

- Competencies of a Winning Supervisor
- What to Do If You've Been Promoted from within the Team
- Reflection

#### Lesson 2: Managing Conflict

- Tuckman and Jensen Four Phase Model
- Team Development Stages
- The Thomas Killman Instrument
- Using a Conflict Resolution Process
- Alternate Techniques
- Maintaining Fairness
- Seeking Help from Within the Team
- Seeking Help from Outside the Team

#### Lesson 3: International Collaboration

Up to 20 minutes Facilitator led collaboration

- With enrolments open from Australia, New Zealand, Singapore, Malaysia and Hong Kong
- Participants benefit from sharing and collaboration from people with similar challenges from across the region

#### Lesson 4: Next Steps

This is the logical first course for new supervisors in a series of online 1-hour workshops. The latter courses in the series are equally suitable for new team leaders as they are for more seasoned supervisors seeking to deal with specific challenges or learn specific skills.

- Share, discuss and learn from like minded people
  - Wrap up and close
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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)