



Adelaide: Tuesday, 12 February 2019

Managing Meetings

A: 9.00am – 12noon ◀

How much time is wasted in meetings?

Most of the waste is due to poor meeting habits. Can you remember the last productive meeting that you attended? What's the difference between the perfect meeting and your meetings? If you'd like to save time at meetings, this course is perfect.

KEY LEARNING OUTCOMES — PARTICIPANTS WILL BE ABLE TO:

- Understand what goes wrong in a meeting and why
- Develop an effective process for conducting future meetings
- Define and achieve desired outcomes
- Allow everybody to be heard and not just the usual suspects
- Ensure that meetings start on time and stay on track
- Discuss ideas to ensure the chair person is fulfilling their role
- Bring the meeting back on track when its missing the agenda
- Communicate and follow up the agreements reached and tasks delegated.

Conflict Resolution

▶ **B: 1.00pm – 4.00pm**

Conflict resolution skills, why are they so important?

Dealing with conflict in the workplace can lead to reduced productivity and can snowball into resentment and bitterness. Workplace conflict usually occurs when people have opposing beliefs, ideas, needs, perspectives or goals. Workplace conflicts should be resolved quickly before they fester and grow..

KEY LEARNING OUTCOMES — PARTICIPANTS WILL BE ABLE TO:

- Understand the psychology of conflict.
- Remove role ambiguity the #1 cause of conflict in the workplace.
- Identify the different types and causes of workplace conflict.
- Transform conflicts into positive outcomes.
- Critique the Thomas Killman conflict framework
- Identify the stages of conflict
- Apply conflict mapping to conflict situations
- Feel comfortable putting forward unpopular perspectives.

Registration Form — To register, email this form to mail@preftrain.com

Name: Position:
 Company: Phone:
 Email:
 Visa Mastercard Card Number: Card Expiry /
 Card holder Name: Signature:
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Direct Deposit to BSB 063 270 Acct No. 10072387

ADELAIDE Tues 12 Feb Saxons, L5, 38 Gawler Place Adelaide Managing Meetings \$360 ex GST Conflict Resolution \$360 ex GST

Total No of seats

Total for Training Programs: + GST

