



**Jump Business Solutions Limited**  
Free Call: 0800 JUMP4BIZ; Free Call: 0800 586 742; Email: info@jump4biz.com  
P.O. Box 102, Morrinsville; Phone: +64 7 887 4751; Fax: +64 7 887 4754  
P.O. Box 19, Pukekohe; Phone: +64 9 235 3238; Fax: +64 9 235 3238



## **Managing Change and Conflict**

### **Workshop Outcomes**

To develop skills in managing change and conflict situations both within an organisational context and at a personal level.

### **Audience**

Particularly relevant to people who are experiencing change within their organisation (e.g. restructuring). Essential for leaders who seek to assist staff through the change process.

### **Content**

- Overview the effects of change and conflict
- Identify sources of change and conflict
- RESOLF, a conflict resolution model
- Applying change /conflict models to organisational situations
- Applying change /conflict models to personal situations
- Practice in using conflict resolution skills in identified situations

### **Process**

This programme aims to apply the theoretical models of conflict and change management to real life situations.

### **Duration:**

2 days

### **Venue:**

One large training room