



Training for Frontline Staff



Manage Conflict with Confidence

Master the Art of Conflict Resolution

Conflict is a natural part of any workplace, but knowing how to manage it effectively can make all the difference.

Whether you're dealing with customer complaints, internal disagreements, or challenging team dynamics, this workshop will give you the skills to navigate conflict with professionalism.

You'll understand what conflict is, why it happens, and how to manage it effectively, learn to identify sources of conflict, apply different management styles, and use practical strategies to resolve disputes and strengthen workplace relationships.

If you work in sales, customer service, reception, or any frontline role, this course will equip you with essential skills to stay calm under pressure and handle conflict with confidence.

CONTACT US



Duration: 2 hours
Location: Statewide
Investment: \$175 TCCI member
\$260 non-member



Call Us
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