



Training for Frontline Staff



# Prevent & Manage Conflict @ Work

## Build Confidence in Handling Workplace Disputes

Are workplace conflicts slowing down productivity or creating a stressful environment?

Designed for salespeople, customer service teams, receptionists, personal assistants, sales assistants, and field staff, this workshop combines two of our most popular courses - **Manage Conflict with Confidence** and **Having Difficult Conversations** - into one comprehensive learning experience.

By the end of this workshop, you'll confidently handle workplace conflict, navigate difficult conversations, and defuse tense situations.

Learn practical strategies for conflict resolution, turning complaints into opportunities, distinguishing performance management from bullying and walk away with a Personal Action Plan to apply these skills immediately.

## CONTACT US



**Duration:** 5 hours  
**Location:** Statewide  
**Investment:** \$395 TCCI member  
\$595 non-member



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