

Conflict resolution

An Australian Public Service Commission Program

Under the *Public Service Act 1999* the Australian Public Service (APS) is committed to healthy workplace relationships. Through this commitment the APS recognises the importance of constructively managing workplace conflict. In this program, learn how to identify and address early signs of conflict, gain knowledge of different behaviours, use a range of effective interpersonal communication skills and develop strategies to reduce stress and ease the impact of change.

Program overview

- identifying and addressing early signs of conflict
- developing a range of effective interpersonal communication skills
- building knowledge of own and others' behavioural styles and impacts
- gaining a greater understanding of yourself and your reaction to conflict
- developing skills and knowledge to constructively manage conflict

Participant benefits

- ability to identify and address early signs of conflict
- enhanced ability to create a productive workplace and develop high quality respectful relationships
- effectively communicate in times of stress
- recognise your own and other's behavioural styles
- ability to be more flexible in negotiating with different people
- genuinely adopt a collaborative approach and the ability to encourage others to do the same

More Information

For more information on this program or other Commission programs and events please contact (02) 6202 3522 or visit www.apsc.gov.au/learn

Communication & Stakeholder Engagement

APS 3-6*

Program details

Duration

2 day

Dates

Canberra

10-11 April 2012

Time

Registration 8:30 am

Prompt start 9:00 am

Finish 5:00 pm

Venue

Venue information will be provided on confirmation of your booking.

Fees

\$1245 (GST inclusive)

Registration

Register online at

www.apscregistration.gov.au or

fax the completed registration

form on the back of this flyer to

02 6264 5511.

Terms and Conditions

Please refer to the registration

form on the back of this flyer.

*Recommended target audience

may vary outside the ACT



Australian Government

Australian Public Service Commission



This program has been designed to enhance your capabilities in line with the APS Integrated Leadership System.



ONLINE register at www.apscregistration.gov.au or FAX completed form to 02 6264 5511

*You will receive a confirmation email once you have been successfully registered on this program.
 If you do not receive a confirmation email, please contact the Program Administrator (details provided on program flyer)*

Program name _____

Program date/s _____

Program location (please see program flyer for location options):

ACT NSW QLD VIC/TAS SA/NT WA *Full details on the program venue will be sent to you on confirmation of your registration.*

Surname _____ First name _____

Mr Ms Mrs Miss other _____

Classification APS 1-2 APS 3 APS 4 APS 5 APS 6 EL 1 EL 2

Title/position _____ Agency _____

Branch/team _____

Postal address _____

Phone _____ Fax _____

Email _____ Agency ABN _____

Do you identify as Aboriginal or Torres Strait Islander?

(This information will assist the Commission to improve learning and development outcomes for Indigenous employees).

Special needs

Please note any special dietary or other requirements _____

Authorised person to complete and sign

I understand the terms and conditions below. Signature _____

Name _____

Phone _____ Date _____

Payment

Invoice Amount \$ _____ (GST inclusive)
 Participants are responsible for their own travel and accommodation costs and arrangements.

Credit card payment

Visa Mastercard American Express Card holder's name _____

Card number _____ / _____ / _____ / _____

Expiry date _____ Card holder's phone _____

Card holder's signature _____ Amount \$ _____ (GST inclusive)

TERMS AND CONDITIONS

Fees and charges: Please refer to the accompanying program materials. The total amount payable includes GST for the supply. This completed document will be a tax invoice for GST when you make payment by credit card ONLY. Otherwise upon registration a tax invoice will be sent to you for payment. A course confirmation will be emailed to you once your place has been secured. Fees may be subject to change without notice. Participants are responsible for their own travel and accommodation costs and arrangements.

Substitutes, rescheduling and refunds: If you are unable to attend your program we would welcome a substitute at the appropriate level. Rescheduling and refunds (only available for development programs) can be made if your written advice is received at least 30 calendar days prior to the start of the program.

Identifying information: Your information is collected for the purpose of the Public Service Commissioner's functions under the *Public Service Act 1999*, which include coordinating and supporting APS-wide training and career development opportunities and fostering leadership and reporting on the State of the Service. It will be used for course administration, statistical analysis and evaluation of programs. Some details may be disclosed to your home agency for administrative and statistical/monitoring purposes. Your information may be used to distribute information about Commission-run or sponsored opportunities and to check our other databases. Occasionally mailing lists are made available to bodies with related functions. If you do not wish to have your information used for marketing purposes email aspcmailing@apsc.gov.au. For more details see our privacy statement at <http://www.apsc.gov.au>.

Other conditions: Whilst the Commission aims to deliver programs at the prescribed location(s), using the specified facilitator(s) and/or guest speaker(s) on the date(s) provided in this publication, changes may occur. The Commission will endeavour to provide reasonable notice to participants of these changes. Where a change in location, facilitator(s), guest speaker(s) or date occurs a refund of the program fee may be made at the discretion of the Commission. The Commission accepts no liability for any other losses incurred as a result of changes to the program details.