

# FAST Ways to Resolve Conflict

## 1 Day

Conflict at work can be hard to avoid. But after this workshop you'll be able to find FAST ways to move forward. Hear how to work out what's really wrong when conflict sparks. Identify the needs and concerns that matter in a conflict. Build creative solutions to problems and overcome game-playing or negativity. This course will raise your confidence and give you practical tools in conflict management.

### What you'll learn to do in this course

You'll come out of this session with powerful tools for handling conflict at work and at home. We'll bring theory to life and tell you how to succeed. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Use the FAST model to plan your approach to conflict
- Identify the key issue in complex conflicts
- Map needs and concerns during a conflict
- Generate options to resolve a conflict
- Close negotiations on a positive note – even in tough situations
- Handle the games people play during conflict

### Topics you'll cover

- What is conflict resolution?
- Focus on the issue
- Asking about needs and concerns
- Thank your 'opponent'
- Don't take the bait!

“think  
learn?  
succeed”

“Smart training for clever people”

**What others have said  
about the course...**

“Excelled material. Relevant and practical instruction based on real situations.”

“Very interactive and case studies very informative”

“Well structured and well presented course with practical activities to reinforce subject matter”



**Book your training NOW**

Call Eleanor Shakiba on 0433 126 841  
Download course information at  
[www.thinklearnsucceed.com.au](http://www.thinklearnsucceed.com.au)