



Dispute Training

Many organizations are currently discussing strategies, for addressing conflicts and resolving issues within legal environments. Regardless of the industry you work in it is crucial to possess skills in dispute resolution. This entails having an understanding, effective communication, problem solving abilities and the persistence to overcome any obstacles that might hinder negotiations. Additionally, it involves Analysing concerns and understanding the roles of all individuals involved in a given process.

This intensive one-day training course aims to equip students with the ability to analyse the causes and dynamics of conflicts while providing them with practical mediation techniques to resolve disputes rationally.

Course Overview;

At the beginning of the session, we will take time to introduce participants and discuss what will be covered during the workshop. Students will also have an opportunity to identify their learning objectives.

During this workshop participants will learn how to;

- Maximize problem solving both within their organization and when dealing with clients.
- mediate disputes.
- Resolve conflicts while maintaining relationships.
- Establish strengthened relationships with suppliers, customers, government officials, employees and other stakeholders.
- Minimize unnecessary conflicts, in order to reduce grievances and complaints.
- Utilize guidelines to help address issues that arise in international disputes.
- Determine the appropriate course of action to resolve a legal dispute.
- Apply knowledge of arbitration to negotiate terms effectively.

Introduction to Resolving Disputes

To begin we will explore real life disputes and the necessary steps involved in resolving them. This course aims to provide a foundation in understanding the regulations, timelines and procedures associated with dispute resolution.

Fundamentals of Dispute Resolution

During this session we will provide an overview of the dispute resolution process.

Understanding Factors that Contribute to Escalating Disputes

This session will delve into tools used to diagnose disputes for developing strategies.

Communication Strategies for Addressing Disputes

Here participants will learn skills required for resolving disputes.

Effective Management of Disputes

In this session our focus will be on tips for managing disputes. Participants will also gain insight into recognizing when employees are embroiled in conflicts either with each other or as a group against company policies.

Workplace Conflict Resolution

Participants attending this session will learn how to identify sources and dynamics of conflict within the workplace environment.

Resolving Differences and Challenging Situations

Lastly participants will gain an understanding of the mediator's role as a negotiator, throughout the process. We will also cover the dos and don'ts of negotiation and ways to enhance it.

Wrap Up of the Workshop

Towards the end of the session participants will have a chance to raise any queries they may have and complete an action plan.

Visit <https://paramountraining.com.au> for more information or call 1300 810 725