



Institute of Quarrying New Zealand (Inc)

WEBINAR

Managing Conflict

Duration: 1 hour

CPD Hours: 1-hour unrestricted activity

Learning Objectives:

Your key learnings will be:

- 1. Knowing your conflict management style.*
- 2. Knowing the five strategies for dealing with conflict.*
- 3. Knowing how to manage your own interpersonal conflicts.*

Topics:

- 1. Why does conflict occur?*
- 2. Determining your preferred style in managing conflict.*
- 3. The five strategies for dealing with conflict and how to select the most appropriate strategy.*
- 4. Exploring guidelines for managing your own interpersonal conflicts.*

Cost:

- \$50 IOQ NZ Member*
- \$100 Non-Member*