



The **B·E·S·T** Conflict Management System

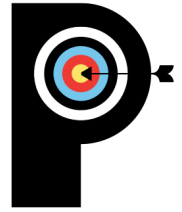
‘Motivating and empowering your people to perform at their BEST for your organisation’

“Life would be so easy, if only everybody thought and acted like me”. Of course, they don’t – and conflict arises. It’s inevitable – and it can be destructive and costly. But if it is well managed, conflict can also be productive, progressive and profitable. That is the BEST objective.

The purpose of this program is to have individuals take personal responsibility, not for the conflict but for their response. To introduce strategies for effective resolution, prevention and positive turnarounds. Armed with the BEST Conflict Management System, your people will leave feeling more confident, relaxed and capable, with an expanded range of responses available to them. We’ll provide additional skills for managing difficult customers, colleagues and situations, with a focus on awareness and respect in diversity.

Our Proven Program includes:

- The cost of conflict and its potential benefits
- Understanding individual responsibility
- The value of a healthy team and positive relationships
- Understanding different behavioural styles
- Handling difficult customers and colleagues
- Responding to emotions
- 7 Steps to Conflict Resolution
- Positive assertiveness and problem solving
- Personal empowerment, action plans and commitments



Progress.

Why Progress Training Works

Progress Program Design and Methodology

At Progress Training Systems we undertake extensive briefings and orientation activities with clients to ensure we understand your corporate culture, terminology and procedures. We conduct diagnostic evaluations to enable us, in partnership with you, to tailor and customise the selected program to suit your organisation's style, services and other development activities.

In our own experience, a lot of time and money can be wasted on development programs that don't work. We want to achieve results, for our clients primarily - but also for our own satisfaction, reputation and referral business. We know that the only effective behavioural change occurs over time, with good on-the-job coaching and support. We work hard to create clarity of role and purpose, to define and impart skills through practical and memorable systems, and to ensure a lasting legacy that continues to achieve results long after we have left. Within client parameters, we build our programs on our own fundamental Progress Training Systems principles and philosophies.

This intensive program is lively, interactive and enjoyable, providing valuable discovery - learning processes in a secure and friendly environment.

For further information on ways that Progress can help your organisation Progress further call today on +61 29527 2280 or email admin@progress.com.au