

CONFLICT RESOLUTION & ADR (ALTERNATIVE DISPUTE RESOLUTION) GOVERNMENT TENDER



Meet your Conflict Resolution & ADR government tender prequalification requirements – and build real capability across your team

Ripple Learning partners with construction and infrastructure organisations to build the capability required to navigate conflict, pressure and difficult conversations constructively. This one day workshop combines Conflict Resolution & ADR (Alternative Dispute Resolution) training and was developed specifically for the construction industry. Both courses meet NSW Procurement pre-qualification requirements (SCM1461). Separate certificates are provided for each course.

WORKSHOP CONTENT

- The types and causes of conflict
- How to analyse the context of the conflict (including presenting issues, organisational culture, history of change, structural dimensions of the dispute)
- How individual responses to conflict may vary depending on an individual's default conflict mode, personality type, generational and cultural background and mental health
- The key phases of the conflict resolution process
- The neurobiology of the stress response
- Key skills of self-regulation, active listening, assertive communication, apologising effectively and containment of high conflict personalities
- The range of ADR options available (including Dispute Avoidance Processes, Conciliation, Mediation, Evaluative Mediation, Adjudication and Arbitration)
- How to select the appropriate ADR approach for the context
- The value of constructive interest-based negotiation and when to engage this approach
- Introduction to negotiation skills, strategies and tactics

Making a Social Impact

100% of profits are distributed to fund the core services of effective youth mental health organisations

Our Facilitators

Experienced mediators with relevant professional qualifications and accreditations who are also currently working with clients. All the facilitators who deliver this workshop have extensive experience working with the construction industry and are skilled at engaging the participants to ensure the training is more than the 'tick and flick' that typically prompts organisations to register participants.

Workshop Format

Face-to-Face (at your place)
Online (Zoom or other platform)
Hybrid (to suit your needs)

Workshop Length & Cost

Full Day (or 2 x half days)
\$4495+ GST for up to 20 participants
OR
\$2100 + GST for 2 participants and then
\$550 + GST per additional participant.



Ripple Learning Ltd is a social enterprise and registered charity



info@ripplelearning.com.au

1300 262 077

ABN 48653976642