

## Conflict@Work™

Our conflict model provides immediate support to both managers and employees in the workforce so they can build internal capacity and skills in conflict resolution. We are an independent, expert partner helping you to resolve issues and get on with business.



**We enable you to improve your workplace productivity.** Our psychologists and counsellors deliver conflict management workshops targeted across your workforce to those teams most in need. We use work books, case studies, role-play, emotional quotients and extensive personal experience of dealing with challenging behaviours at work.

**We help you to channel creative tension.** Our approach is to work closely with your people, empowering them with the tools and techniques to detect, manage and harness bad vibes before they erupt into an ugly scene. What separates useful conflict from destructive conflict is how the individuals respond when conflict occurs.

While conflict itself is inevitable, ineffective and harmful responses to conflict can be avoided. Early intervention and mediation means that effective and beneficial responses to conflict can be learned.

**We help you to achieve meaningful outcomes.** We find ourselves working and living with other people whose views, values, personal style, needs and wants are often at odds with ours. Trying to avoid conflict is trying to avoid life itself and ignoring the creative energy that can result when conflict is well managed.

- ▶ Gain insight into behaviours that help and hinder the conflict management process
- ▶ Increase ability to demonstrate active, constructive behaviours when managing conflict
- ▶ Have an awareness of the strategies to apply to relevant conflict situations
- ▶ Become more confident and comfortable in dealing with conflict
- ▶ Complete a plan for effectively de-escalating conflict at work and managing it effectively when it arises

*'We don't have conversations through clenched teeth any more'*

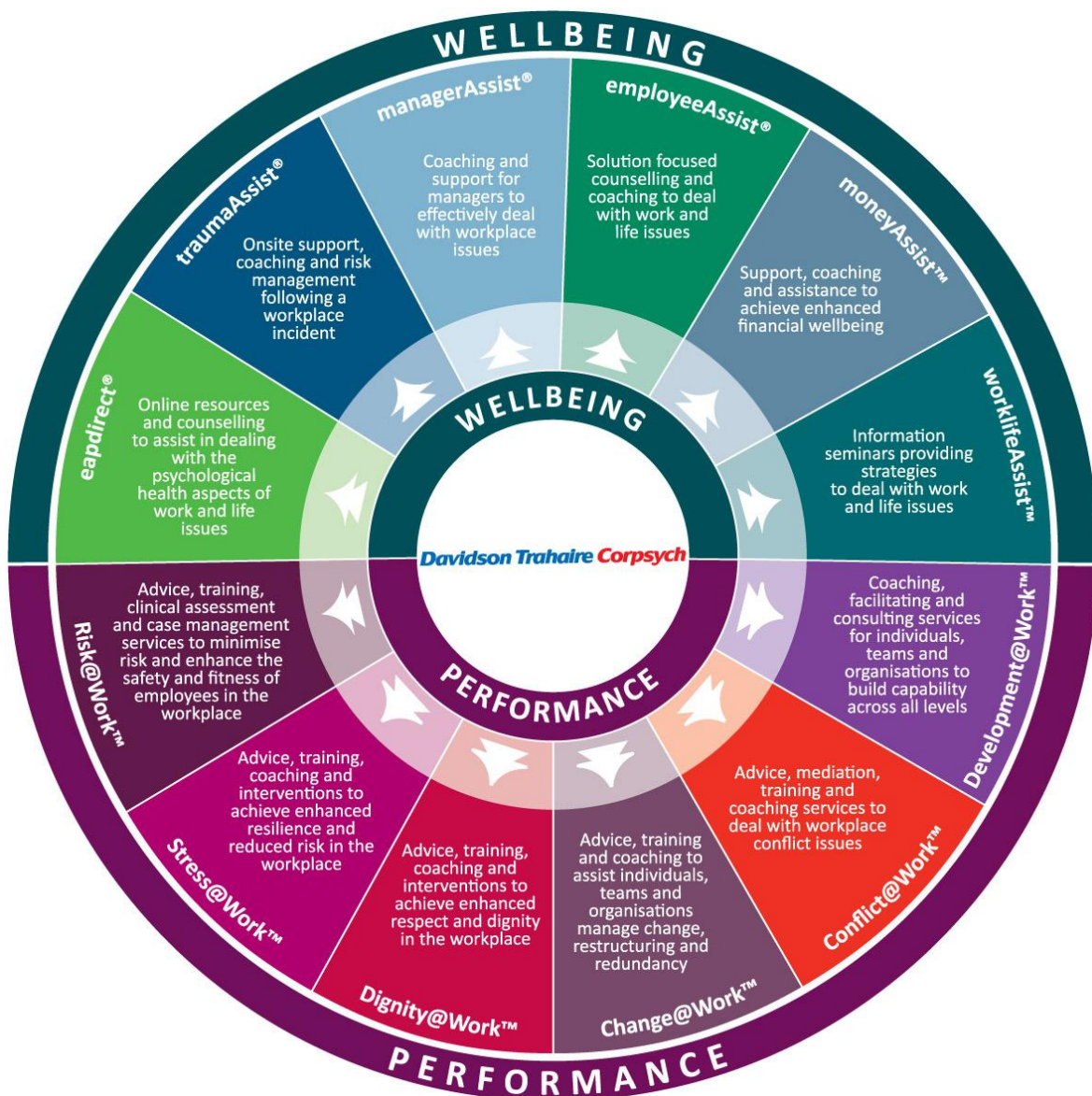
Conflict@Work™ Workshop participant feedback

Many of our customers benefit from early implementation of **Conflict@Work™** in those parts of their workforce where teams experience conflict. If you are concerned it may be too late, contact us directly for advice as you may want to find out about our trauma and urgent mediation services.

## Our Services

DTC provides an integrated and comprehensive range of services to support the care and wellbeing of individuals and their family members, to guide and support managers, to minimise risk at an organisational and individual level, and to build capability and increase productivity.

The **Wellbeing** Services are all included as part of our EAP services. The **Performance** Services are complementary services that serve to directly address existing or potential organisational issues, increase capability and confidence, and increase individual and organisational effectiveness.



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