

# Half Day Professional Development Training



## Foundations for **MANAGING CONFLICTS** or **CHALLENGING BEHAVIOURS**

*This half-day workshop is the ideal introduction to conflict management. Participants will learn how to better manage their own thoughts or feelings while also managing the behaviours of others.*

### **Learning Outcomes:**

- Identifying behavior styles
- Shift the focus and perspective
- Giving Feedback
- Assertiveness Techniques
- Speaking up for yourself
- Managing Conflict
- Sympathy vs Empathy

### **This course is ideal for:**

- Anyone new to supervision
- Small Business owners wanting to manage the performance of their staff
- Those that struggle to assert themselves professionally
- Anyone wanting to better understand the dynamics of human relationships
- Anyone frustrated by the behavior of others

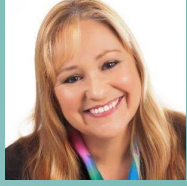
**Cost:** \$550 plus GST. Excludes room hire, catering or travel costs. If you require a customised training program to meet your personal needs, an additional fee will apply depending on the level of variation.

**Technical Requirements:** Client needs to provide, internet, laptop projector and printed workbooks at their own cost.

To motivate your organisation, into increased productivity.....

Contact Barbara on 0421 259 045 or email: [barbara@timetamer.com.au](mailto:barbara@timetamer.com.au) to discuss customised solutions.

## WHAT PEOPLE ARE SAYING ABOUT BARBARA'S TRAINING



Although already quite organised myself with reasonable time management tools, I was pleasantly surprised to walk away with quite a few new and different ideas to help me improve. If these are areas of challenge, then I suspect you would walk away with heaps of great strategies, that you can implement straight away, to get back more time in your day. I can thoroughly recommend this training workshop.

**Donna Stone, Stone Consulting.**



I attended a workshop Barbara facilitated. She is a warm and natural facilitator and brings her experience to the task at hand in a seamless manner. A pleasure to participate.

**Dr Joanna Henryks, Senior Consultant, Matrix on Board**



I attended a few of Barbara's talks about time management, procrastination, communication and planning. Her talks are interactive, highly motivating and fun. The business world needs more of these types of speakers.

**Stephanie Sugito, Administration & Management Assistant.**

I am so grateful that I spoke to you, because the training was exactly what we needed. We have been working daily on our self-care and positive mental health and wellbeing both in and out of the workplace –this training has allowed us to strengthen what we already had in place whilst giving us new daily and as needed coping strategies to work on and practice.

The scientific side of the training, was hugely beneficial to us as it allowed us to understand what was happening to our stress levels/bodies during our very stressful period. We now have strong strategies, boundaries and coping tools in place. Additionally, we have a clear understanding of why it is so important to continue to shift our mindset and behaviours, which only motivates us more to stay healthy and well in all aspects.

All in all, a very practical and positive experience, completely relating to what we needed support with which is interconnected to not only our work practices but our personal lives as well.

**E, Alice Springs, NT**



We recently engaged Barbara to deliver and facilitate a 45 min workshop on Negotiation Skills. It was only a short session but some key phrasing and concepts were communicated in that time. [Participants] identified the Negotiation Skills workshop as one of the useful take-aways from the 3 day program. One of the attendees, 1 week later said that they had used some of the learnt negotiation approaches the next day and it had had a successful result. Looking forward to being able to work with Barbara again on a longer session.

**Sally Clifford (no relation), General Manager, Matrix Consulting Northern Australia – Matrix on Board**



### More About Barbara Clifford

Barbara Clifford (The Time Tamer) assists busy working people to minimise stress and maximise time. She has spent over 20 years working in stressful and time precious industries such as film, hospitality and marketing. She has always had a passion for making sense of things. Having worked in creative and service based industries, Barbara is sought after like a beacon in a sea of chaos to simply get things

organised! Barbara is a master at facilitating group learning by drawing out personal knowledge in a way that the group feels enlightened and empowered.

Barbara's professional experience has been diverse and included contracts with small business, Not For Profits, Aboriginal Organisations, Media, Marketing, Universities, Cruise Ships, Aged Care and Health Services to name a few. Barbara is a highly regarded industry expert, media contributor and international speaker.