

Workplace Conflict

Positive Conflict Management

This program covers using communication techniques to manage conflict situations. It requires the ability to assess situations, accurately receive and relay information, adapt interpersonal styles and techniques to varying social and cultural environments, and evaluate responses.

Workplace Aggression

The purpose of this program is to provide participants with the skills and knowledge to control conflict situations that progress past negotiation to physical aggression and violence. Can be customised to suit your organisational and workplace requirements.

Interpersonal Skills

Understanding People

This program examines the way people communicate, learn and interact; it covers how personality affects work performance and interpersonal relationships, and provides keys to understanding others with whom we interact on a daily basis. Key components include personality profiles, communication strategies and learning styles.

Presenters are qualified and experienced trainers selected for their knowledge, experience and ability to motivate and inspire.

Programs include all course resources and materials, including certificates of achievement.



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Stress Management

The Tao of Vitality

Based on 20+ years research, this program offers the best of East and West to give you dynamic strategies and techniques for improving the quality of your life.

Features includes:

- ☞ Understanding stress - causes and symptoms
- ☞ How stress affects your well-being
- ☞ How changing your perception dramatically improves quality of life
- ☞ Simple exercises for:
 - ☺ Relaxing the body
 - ☺ Quieting the mind
 - ☺ Increasing vitality
- ☞ 3 phases:
 - ☺ Passive
 - ☺ Active
 - ☺ Dynamic

The *basic program* provides simple strategies for managing stress in your daily life, and covers causes, symptoms and effects of stress; includes the *passive* phase with effective strategies for quieting the mind, relaxing the body and improving personal outlook.

The *full program* provides integration of all concepts; it covers the basic program and progresses to the *active* and *dynamic* phases, providing strategies for long term health and vitality.

These vital programs are recommended for people seeking a holistic approach to well-being and a proactive lifestyle.



Dynamic Training

"Our experience...Your success"

Corporate Training Programs



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Staff Development

In today's society the pressures on people to perform and conform are increasing at an alarming rate.

Nowhere is this more prevalent than in business, where maintaining the competitive edge revolves around ever tightening budgets and marketplace influences.

Your most valuable resource are the people you entrust with your daily business operations.

Failing to plan for their development, is planning to fail as a business. Take a proactive approach to business success through staff development.



Benefits

The benefits of developing staff include:

- ☑ Increased self esteem and improved self-image
- ☑ Improved life satisfaction with daily life
- ☑ Able to recognise opportunities and maximise their positive affect in your life
- ☑ More satisfying interpersonal relationships
- ☑ Increased health, well-being and vitality
- ☑ Renewed vigour for life
- ☑ Enhanced job satisfaction and performance

Time Management

Effective Time Management

Managing time effectively determines productivity. This program covers the skills and knowledge required to organize own work schedules, monitor and obtain feedback on work performance, and maintain required levels of competence. Learn effective processes to increase your efficiency and productivity, in all aspects of your life.



Customer Service

Superior Customer Service

How we interact with customers and service their needs determines our success in the marketplace. This program covers the skills and knowledge required to identify customers' needs and monitor a service provided to customers. Learn simple and effective strategies relating to presentation, communication and interpersonal interaction.



Teamwork

Proactive Teamwork

This program covers the skills and knowledge required to develop, establish and maintain effective workplace relationships and networks. It covers the activities of communication and representation. Understand what makes a good team, how teams form and interact and how to contribute to effective team performance.



Team Leadership

Dynamic Leadership

What makes a good team leader? How do successful leaders effectively manage their teams? This program covers the skills and knowledge required to lead a team or work group in a business environment. It includes developing plans, providing leadership and supervising the performance of a group.

