

## 5.14 Managing Conflict in the Workplace

**5.14 Managing Conflict in the Workplace** module forms part of the **5.0 Workforce Development course** and will support those who would like to gain an understanding of how best to manage conflict in the workplace.

### The Medical Technology Industry

The Australian medical technology industry includes Australian and overseas companies manufacturing and supplying medical devices, in vitro diagnostics and medical imaging equipment. The medical technology industry makes a highly significant contribution to the quality of health care in Australia.

### What is the Workforce Development course?

Workforce development is seen as critical to enable employees to meet the constant challenges of the medical technology industry and to address the strategic goals of the company. A range of modules are available as part of the Workforce Development course to address this learning need.

The *Workforce Development* course consists of a series of modules. Modules 5.1, 5.2, 5.10 and 5.11 are delivered as self-paced online training. Modules 5.3 to 5.9 are online webinars offered through the *Orientation to Leadership and Management E-Learning Series*. Module 5.2 is the recommended pre-requisite training for the e-learning series. Modules 5.12-5.16 are delivered as online webinars. Module 5.17 is delivered face-to-face.

- 5.1 Introduction to the Australian Medical Technology Industry
- 5.2 Introduction to Leadership and Management
- 5.3 Management & Leadership Essentials
- 5.4 Managing to Minimise Risk
- 5.5 Leading to Influence
- 5.6 Team Development
- 5.7 Performance Management
- 5.8 Managing Work Priorities and Delegation
- 5.9 Achieving a Work/Life Balance
- 5.10 Interpreting Medical Technology Industry Data
- 5.11 Summarising Statistical Distributions for the Medical Technology Industry
- 5.12 Engaging Presentations
- 5.13 Negotiation: A Framework for Successful Communication
- 5.14 Managing Conflict in the Workplace
- 5.15 Motivating Others at Work
- 5.16 Managing Time Effectively
- 5.17 Media Skills

### What topics are covered in the Managing Conflict in the Workplace module?

This online webinar will provide an overview of how communication styles affect conflict in the workplace and practical strategies for dealing with conflict

#### Learning outcomes

- Is aware of the affect of communication styles on conflict in the workplace; and
- Appreciates a variety of practical strategies for dealing with conflict.

### Who should participate?

This module is aimed at employees who would like to improve their ability to manage conflict in the workplace.

There is no recommended pre-requisite training for this Level 1 module.

### How much does it cost?

The cost of this webinar including GST is \$115 for MTAA/VHIA members and \$230 for non-members to register. Once payment is accepted, applicants will be registered.

### How do I register?

All registrations to MTAA training modules are via the website. Please visit *Training* under *Professional Development* [www.mtaa.org.au](http://www.mtaa.org.au) and click the link to register.

Participants will receive a *Certificate of Participation* at the end of the training.

For further information about MTAA courses, please contact the Professional Development Manager on (02) 9900 0650 or email [reception@mtaa.org.au](mailto:reception@mtaa.org.au)