

# MANAGING CONFLICT WELL

## *Essential skills for resolution and repair.*

Managing Conflict Well is a practical, engaging workshop designed to help you understand conflict, recognise your own responses, and develop proven strategies to de-escalate, navigate, and resolve conflict with confidence.

Whether you're a leader, manager, or team member, enrol today to gain skills to work more constructively with conflict and reset relationships.

Join us in Hobart on 5 June or in Launceston on 7 August 2025 for this new addition to our Leading Edge Series.

### About the workshop

Conflict is an inevitable aspect of human interaction, particularly in the dynamic and fast-paced environments of workplaces, organisations, and communities. When left unaddressed, conflict can create stress, division, and inefficiency. When handled constructively, conflict becomes a powerful tool for innovation, connection and lasting positive change.

Understanding how conflict arises, the different ways people engage with it, and the strategies available to navigate it effectively are essential skills for any leader, manager, or team member.

This workshop will equip you with practical tools to approach conflict with confidence and clarity. Learn how to de-escalate tense situations, foster open dialogue, and guide conversations toward resolution. During the workshop we will explore both informal and formal conflict management techniques that can be applied in professional settings and beyond.

Whether you are facing workplace disputes, leadership challenges, or interpersonal tensions, you will leave better equipped to work with difference productively and establish processes for meaningful resolution, restoration and repair.

By strengthening your ability to navigate conflict, we can build relationships and workplaces that are psychologically safe, resilient and thriving.

### What you can expect to learn

In this interactive workshop, you can develop the skills and confidence to handle conflict with clarity and purpose. Walk away with:

- Practical strategies to navigate and resolve conflict constructively.
- Techniques to foster open, productive communication and deeper understanding.
- Tools to create and sustain psychologically safe, high-trust workplace cultures.
- Approaches for managing difference, reducing tension, and promoting collaboration.
- Frameworks for repair and resolution that strengthen relationships and team dynamics.

### Who should attend?

This workshop is for anyone looking to turn conflict into a catalyst for positive change, including:

- Leaders and managers wanting to build stronger, more cohesive teams.
- HR professionals and workplace culture specialists.
- Individuals eager to enhance communication and collaboration skills.
- Professionals working in high-stakes or complex interpersonal environments.
- Anyone committed to fostering healthier, more resilient relationships.

### Investment – \$920

Price includes attendance at this workshop, with all catering provided, plus a follow up webinar and diagnostic tool. Concession rates are available for financial members of Tasmanian Leaders and for group bookings of three or more participants.



Rikki facilitated a workshop for our leadership group with a focus on communication and conflict management. There is clear evidence that the skills presented in the workshop have translated to our dealings within the workplace, both internally and with external stakeholders.”

– David O'Sign, Former CEO, Cornerstone Youth Mental Health Service



I could not recommend Rikki more highly for any facilitation or group work. Her ability to build rapport and trust quickly is second to none and each member of the group is supported to participate."

- Caroline Sharpen, CEO, Tasmanian Symphony Orchestra

## Meet your facilitator

Rikki Mawad is a skilled facilitator, conflict resolver, and coach with extensive experience helping individuals and organisations navigate challenges and achieve meaningful change.

Passionate about values-based leadership, she specialises in resolving workplace conflict, improving communication, and fostering stakeholder engagement. With a deep understanding of systems thinking and creative problem-solving, Rikki designs tailored interventions that address complex issues and deliver impactful results.

She is also an experienced mediator, offering services in conciliation and restorative conferencing, and brings eighteen years of governance expertise to her work.

## Workshop details

### HOBART

Thursday 5 June  
9.00 am – 5.00 pm

Reflection and  
application webinar  
Thursday 19 June  
4.00 pm – 5.00 pm

### LAUNCESTON

Thursday 7 August  
9.00 am – 5.00 pm

Reflection and  
application webinar  
Thursday 28 August  
12.00 pm – 1.00 pm

## Book your place today!

Secure your place and take the first step towards leading in the AI-driven future:

### HOBART

[events.humanitix.com/conflict-hbt](https://events.humanitix.com/conflict-hbt)

### LAUNCESTON

[events.humanitix.com/conflict-lst](https://events.humanitix.com/conflict-lst)

## Next steps and other opportunities

Due to the interactive nature of this workshop, places are strictly limited. Secure your spot today, as it will likely sell out.

Looking for a different leadership development opportunity? Explore our other programs on our website or contact our team on 03 6777 2562 or [info@tasmanianleaders.org.au](mailto:info@tasmanianleaders.org.au).

## Stay in touch



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[www.tasmanianleaders.org.au](https://www.tasmanianleaders.org.au)

## FOUNDATION PARTNER

Tasmanian Leaders is supported by the Tasmanian Government through the Department of State Growth



## ORGANISATION PARTNERS

