



# Cut The Drama - Improve Team Dynamics And Culture

## Skills To Manage Conflict And Difficult Situations



## 1-Day Leading Out of Drama (LOD)

14 December 2020  
245 St Kilda Rd,  
St Kilda, Melbourne  
Cost: \$795 excl GST

For further information and registration, contact:

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Are you experiencing more conflict amongst your team? Are you having more difficult discussions with customers and colleagues due to stress?

Covid-19 has brought intense stress into our lives. This brings along with it Conflict, both internal and external. However, we have the ability to choose whether this Conflict is Positive or Negative.

Leading Out of Drama™ (LOD) is a behavioural-based model developed by Next Element (USA) designed to create awareness on how people participate in and contribute to conflict situations.

LOD explores conflict, and dives deep into techniques to better manage conflict while it is happening. We will discuss the key indicators of slipping into negative conflict. Most importantly, the course provides practical skillsets to address these negative situations and turn them into positive ones.

After the course, you will have the skills to:

- Differentiate between positive and negative conflict
- Recognise key indicators when people are in negative conflict or slipping into negative conflict
- Obtain strategies and skills to invite individuals out of negative conflict and into positive conflict

*Note: LOD is accredited by various colleges for CPD credits*