



PRESENTED BY
INTERACT
COMMUNITY
DISPUTE
RESOLUTION
SERVICE

CONFLICT MANAGEMENT FIRST AID

SKILLS TO MANAGE
CONFLICTS
DISPUTES
HEATED SITUATIONS &
DIFFICULT BEHAVIOUR
IN EVERYDAY LIFE



ICDRS | www.icdrs.interact.support

Workshop Information

What is the Workshop?

The Conflict Management First Aid workshop is an interactive workshop that can be delivered in person or online. Standard workshops are either 3 hours in person or 2 x 90-minute online sessions.

What is the Outcome?

The course builds conflict intelligence through interactive exercises and directly relatable content. It is ideal for teams who are experiencing conflict as well as work groups who deal with challenging clients or customers.

Who is ICDRS?

Interact Community Dispute Resolution Service is a project of the social enterprise not-for-profit Interact Support. It is run by a team of mediators who share the vision of preventing abuse and violence through early and appropriate intervention in conflict situations.

Where is it held?

We can run workshops onsite in your training or meeting room or at a local venue. Online is always an option as well.

What does it cost?

Contact us for a quote as we work with community partners to ensure that workshops are affordable based on your budget.

- **Standard cost** - for a 2 session online workshop is \$660 with workbooks supplied in PDF format.
- **In-house workshops** - from \$770.

Interested?

Contact icdrs@interact.support or call 1300 079 345

For more information visit <http://icdrs.interact.support/cmfa>