



Culture and Conflict Resolution

WHAT THE PROGRAM OFFERS

TIME: 9am-4.30pm

DATE **CODE**
Wed 8 Sep CCR-09

VENUE: West End Brisbane Q 4101 areas.
[Details in registration](#)

morning/afternoon tea & lunch provided

YOUR INVESTMENT (inclusive GST)
\$220 per person (\$200 per person for 4 or more)

ENQUIRIES
Ph: 07-3844 9166 ; Fax: 07-3846 4453
Email: admin@picc.org.au

The program focuses on the interface of conflict and culture and how our understanding of and ways of dealing with conflict are shaped by our cultural background. Participants are encouraged to reflect on their own cultural assumptions and to develop culture and conflict fluency to enable them to better deal with stressful and/or conflictual situations. They will also develop a deeper understanding of the cultural starting points of other people.

The reflective component of the program is complemented by practical exercises and tools to enable participants to analyse a conflict situation and its underlying cultural components and to make informed decisions on how to deal with them appropriately. The workshop is highly interactive and the learning activities will be suitable to deal with conflict in a variety of work-related and private environments.

WHO SHOULD ATTEND?

- Staff and service providers who work in areas of high stress and potential intercultural conflict.
- Managers, team leaders and supervisors who work with culturally diverse teams.
- Conflict resolvers, social service providers and community workers who are looking for new tools to address intercultural disputes.

WHY?

- ◆ For individual staff and service providers: become more aware of how your personal assumptions shape conflict interaction and how you can better understand and deal with perplexing and frustrating situations of intercultural conflict.
- ◆ For team leaders and managers: learn processes that help recognise intercultural conflict early and to support cross-cultural fluency amongst staff.
- ◆ For conflict resolution and development professionals: gain awareness on how conflict resolution processes are shaped around cultural assumptions and how they can be tailored to better fit culturally diverse contexts.

Culture and Conflict Resolution Core Segments

- Conflict stories and what patterns we can recognise from them
- What is conflict and how can we deal with it
- Multiple layers of culture and how they can impact on conflict management
- The interface of conflict and culture: developing culture and conflict fluency
- Analysing the web of conflict and culture: a workplace situation
- Creating a safe space for resolving intercultural conflict

What participants have said about our intercultural program

"The major benefit for me was a better understanding of the complexity of different cultures"
"Thank you, very interesting and help me to put cultural conflict resolution program suggestions into my workplace"
"I benefited from an analysis of my own cultural background and what I bring to my practice"

Online registration is now available at www.picc.org.au

A RANGE OF CUSTOMISED PROGRAMS ARE AVAILABLE FOR DELIVERY IN YOUR WORKPLACE -
please contact Sandra Bennett, Client Liaison Manager on 3844 9166 or email to picc@eccq.com.au

"An initiative of the Ethnic Communities Council of Queensland"