

practical

skills

conflict

people

# Winter Conflict Intensive

power

## Peer Learning Opportunity

expert

*“The Reject shop has repeatedly used The ZALT Group to support resolution to workplace tensions. Both our line management and HR have benefited from their conflict coaching. Their facilitation or mediation skills have allowed for constructive discussions and participants have felt at ease. Zandy and Tony are trusted and easy to talk to. Their approach reinforces credibility”.*

Jacinta Munro  
National HR Manager  
The Reject Shop



### Set yourself up for conflict success

For many, 2016 has already been a year with some serious workplace tensions, or others it is clearly on the horizon. Create an actionable plan to ensure the back half of 2016 is a success!

### What will you gain?

- Actionable plan to manage workplace conflict
- Strategies to manage workplace tension
- Greater personal and team productivity
- Less stress
- Better working relationships
- Confidence to deal with difficult colleagues & workplace interactions.

### This coaching intensive is for you if you...

- Want to minimise workplace tensions
- Know a change in workplace dynamic is needed
- Manage people who are undermining group activity or are creating tension
- Are ready to try a different approach

### The Program

3 x 90min small peer learning sessions to be conducted in June July & August 2016.

The group experience allows for shared learning and strengthens collegial relationships. Ideally this is a group of colleagues from the same workplace to allow for shifts in normative behaviour and ongoing workplace support to achieve change.

The focus on effective management of workplace relationships and practical steps to minimise unnecessary tension. The sessions will introduce participants to practical frameworks and hold them accountable to implementing the changes they identify.

Topics covered include: specific difficult workplace scenario, conversation(s) being avoided, a particular colleague(s) who are struggling to work together, challenges influencing your managers, responding to bad workplace behaviour, ways to manage workplace annoyances..... etc.

### Investment

\$850 plus GST per participant for all three sessions  
All 3 sessions must occur prior to the end of August 2016

the ZALT group

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# Conflict Coaching Intensive – Summer Special

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## Meet the Directors

### Zandy Fell

Zandy is a highly experienced employee Relations Professional with deep knowledge and skill in conflict resolution performance management, absenteeism management, workplace investigations as well as diversity and intergenerational workplace stratagem.

She has worked on the shop floor in manufacturing through to the Board Rooms of professional services and has held national Diversity roles for global organisations.

Highly qualified, she has a Law and an Arts degree from Monash University and a Graduate Diploma in Human Resources. She is a nationally Accredited Mediator (IAMA), an Accredited ProActive Conferencing Facilitator, has a Certificate IV in Business & Personal Coaching (ICF Approved), a Certificate IV in Workplace Training & Assessment as well as a Mental Health First Aid Certificate and a Risk Assessment and Management Certificate.

Currently an Associate at CMA Learning instructing in their Harvard Business School Negotiation Course “Getting to Yes” and “Difficult Conversations”. Zandy is also an Associate with the prestigious Boston Triad Consulting Group and has been appointed as a Restorative Engagement Facilitator for the Australian Defence Abuse Response Taskforce.

### Tony Fell

Tony has a passion and skill for working with people at all levels of business. His special skill is making these engagements meaningful and tangible for those he works with.

Tony is uniquely placed having experience as an Operational Manager, Employment Lawyer and an Employee Relations Manager across a variety of industries.

Tony is a Board Member giving his time and professional expertise to a community education organisation and to e.Motion21. He is also a regular volunteer together with his family at SecondBite.

Tony has a Law degree from Bond University, an Arts degree from the University of Melbourne and a Graduate Diploma in Management from Monash University. Further, he has a Certificate IV in Government Investigation, is a Certified Mediator, has a Certificate IV in Workplace Training & Assessment, is an Accredited ProActive Conferencing Facilitator and has a Certificate in Risk Assessment and Management.



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