



# ROYAL LIFE SAVING AUSTRALIA

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## **NEW CONFLICT MANAGEMENT COURSE FOR THE AQUATIC INDUSTRY**

Royal Life Saving has released a new course on how to manage conflicts, specifically tailored for those working in the aquatic industry.

The brand new animated online course has been produced following feedback from the 2019 [National Aquatic Industry Workforce Survey](#) in which industry professionals cited 'managing conflict' as being high on their list of preferred professional development topics.

The online course is broken down into four main learning themes:

- Understanding conflict
- Identifying conflict
- Personality types and conflict
- How to manage conflict situations

Each of these themes is explored through several animated scenarios created in familiar aquatic industry settings. Each scenario examines various pathways of a conflict situation depending on the actions and responses of participants to help guide them through the key steps and strategies for managing conflict and support them to understand the potential outcomes.

The focus of the course is on managing conflict situations to lead to a positive outcome and better understanding and appreciation of challenges, thereby building stronger relationships between colleagues, customers and employers.

Royal Life Saving's National Manager, Training and Workforce Development, Shaun Jackson says "This course will give aquatic industry employees the knowledge, tools and techniques to understand and manage conflict so that they can approach difficult situations with confidence and bring about better outcomes for themselves, the organisation they work for and the aquatic industry in general."

### **INTRODUCTORY OFFER – Just \$25.00 per person!**

Royal Life Saving NSW is offering a special introductory price of just \$25 per person for group enrolments. This introductory offer is available to industry professionals in NSW, ACT and Tasmania.

For all enrolments, or to find out more about the course, contact Royal Life Saving's Membership and Events Coordinator, Louise Magee, at [louisemagee@royalnsw.com.au](mailto:louisemagee@royalnsw.com.au)

Learn more at our website: <https://royalnsw.com.au/>