



Advanced Facilitator: Conflict & Collaboration

Develop advanced facilitation skills to navigate conflict and foster collaboration within SAFe® implementations.



Overview

Conflict is a necessary part of innovation. But navigating conflict can be difficult when emotions are high. There is a critical need to equip enterprises and teams with actionable techniques they can use in the moment to foster psychological safety and resolve issues quickly. Providing them with proven strategies can help them manage conflict more effectively and promote collaborative decision-making so the needs of the business and customers are met.

Advanced Facilitator: Conflict & Collaboration equips enterprises and teams with essential skills for working together in a dynamic Agile environment collaboratively so that innovation can thrive. Participants will master tangible, Agile-specific techniques in less than half a day by attending a live session with industry experts and peers. They'll work through practical exercises and real-world scenarios to deepen their understanding of core concepts so they can confidently apply what they learn.

Key attendee benefits

Duration: 4 hours

- Hear expert guidance live and engage with concepts through hands-on, interactive exercises to improve mastery of new skills
- Earn a recognised SAFe® micro-credential badge and show proven competency
- Improve your conflict resolution skills and learn to facilitate collaborative problem-solving and decision-making
- Learn valuable skills to grow your impact in an Agile organisation



Course delivery

As part of PM-Partners' new integrated learning solution, this course offers you the option to attend our bespoke classroom in person or virtually by dialling in from a remote location. Trainers are skilled at both delivery methods and use the latest in virtual technology to simultaneously provide participants with the same interactive, multi-faceted and challenging learning experience.

For group bookings, courses can be conducted onsite at your premises, at our training centre, or virtually.

Virtual training: [Learn more about our virtual delivery.](#)

Who is this course for?

- SPCs (SAFe Practice Consultants)
- RTEs (Release Train Engineers)
- Scrum Masters / Team Coaches
- Product Owners
- Or anyone wanting to build better conflict management skills in the workplace

Exam & certification

Assessment: Attendees are tested on key topics and learning objectives.

Achievement: Earn a SAFe Micro-credential achievement upon completion.

PDUs & CPDs

Participants who have been awarded the Project Management Professional (PMP)[®] credential by the Project Management Institute (PMI)[®] are eligible to earn **4 PDUs** for their participation in this course (4 Power Skills).

Participants holding any of the Project Management accreditations (CPPP/CPPM/CPD) are eligible to earn **8 CPDs** for this short course.



PM-Partners is a Scaled Agile Gold Partner.

Why learn with PM-Partners?

Because we turn your career goals into reality.

Poor project skills are consistently quoted as a key reason for project failure. To be successful in project delivery, it's critical to invest in yourself and the capabilities of your team. This means setting clear goals and making a commitment to continuous improvement.

Certification and training is a vital part of this journey. But you need to know which foot to put forward, and when, to ensure you're heading in the right direction. That's where our expert guidance and support comes in.

Tell us where you want to go

At PM-Partners we start every conversation with the question, 'Where are you trying to go?' We then apply our expertise to show you exactly 'how' to get there.

We believe that having the relevant skills and methodologies is critical to delivery success, and ultimately career success. Depending on your aims, our team of professional development consultants will work closely with you to create a development pathway, or team training program, that aligns with your goals.

Helping to develop professional capabilities for 25 years

Our accredited programs provide certification and development across a range of globally recognised project management and delivery streams.

Each year, our expert facilitators train and certify more than 12,000 people throughout Australia, New Zealand and South-East Asia to best practice standards. All highly qualified practitioners in their field, they draw from real-life scenarios and their own experience to add real value for individuals, teams and organisations.

Our promise to you

PM-Partners is committed to providing industry leading education that is relevant, up-to-date and designed to meet your specific needs.

We offer qualifications in multiple disciplines, including key products in PeopleCert's best practice portfolio, such as ITIL®, PRINCE2® Project Management, PRINCE2® Agile Project Management, PRINCE2® Programme Management, Prince2® Portfolio Management, and P3O®; APMG's AgilePM®, AgileBA®, AgilePgM™, Lean Six Sigma, Managing Benefits and Change Management; as well as the Scaled Agile Framework® (SAFe®); and Business Analysis programs from The Australian Chapter of the International Institute of Business Analysis™ (IIBA®), to name a few.

To find out more about how we can help you or your organisation uplift their capability, contact the experts on 1300 70 13 14.



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Head of Training



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Corporate Training
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*Please note: payment is due 14 days before course start date.

Buy now, pay later with interest-free terms

Pay just 50% of your course fee now and pay the other 50% 14 days before your course starts. Select invoice on checkout and one of our consultants will call you to arrange your payment plan.



Customer story

Listen to Dominic Cain speak about how he went from being a young Chef to a Programme Director.



vimeo.com/pmpartners/customer-story

“

PM-Partners have been leaders
in training and professional
certification for over 20 years.

Our trainers are highly qualified
practitioners in their chosen fields.

”

Contact us:

SYDNEY OFFICE

Level 5
45 Clarence Street
Sydney NSW 2000
Phone: 1300 70 13 14

MELBOURNE OFFICE

Level 21
459 Collins Street
Melbourne VIC 3000
Phone: 1300 70 13 14

BRISBANE OFFICE

Level 24
215 Adelaide St
Brisbane QLD 4000
Phone: 1300 70 13 14

CANBERRA OFFICE

Level 4 & 5
15 Moore Street
Canberra ACT 2601
Phone: 1300 70 13 14

PERTH OFFICE

Level 1
111 St Georges Terrace
Perth WA 6000
Phone: 1300 70 13 14

SINGAPORE OFFICE

20 Bendemeer
Road #03-12
Singapore 339914
Phone: +65 6818 5771

info@pm-partners.com.au | www.pm-partners.com.au

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