



AFSA & KIIKSTART 2019 MEMBERSHIP TRAINING OFFER



TOPIC 4

BUILDING BETTER BUSINESS

Develop the right resources and approach to confidently resolve client, staff and supplier disputes.

AFSA and KiiKstart are working together to bring members an exclusive opportunity to build their teams and business, not just now but into the future.

WHAT IS PROVIDED?

Facilitation and coaching via small team learning or via a one on one or two staff member approach. Each topic and module has been driven by the needs, skill gaps and opportunities of AFSA members.

WHAT PROBLEMS AND SKILLS GAPS ARE SOLVED?

Have you and your team benefit from changing their perspective around conflict and seeing it as a great opportunity to find resolution to frustration and challenges.

Once you have been part of this up-skilling you will not see team/business conflict in the same way and you certainly won't fear it.

Key modules include:

- ✓ Why conflict gets out of hand and causes major concern – how can businesses minimise the risk?
- ✓ Having the right resources, policies and mindset needed to successfully and confidently resolve client and supplier conflict and see it as a chance for positive resolution.
- ✓ Internal team conflict and the best approaches and style of operations to ensure it does not get out of hand. Where do changes need to be made and how do you make these changes a reality?

Bookings and Enquiries to

KIIKSTART PTY LTD

Ali Uren

Mobile: 0428 593 400 or Email: enquiries@kiiKstart.com

***“THE ONLY THING WE KNOW ABOUT THE FUTURE IS THAT IT WILL BE DIFFERENT”
PETER DRUCKER***