

Training Program Proposal

Client – QUT

Training and Development – Renee Smith

Title of program	Conflict Resolution and Change Management		
Client (Name, organisation and contact details)	QUT Business School Business Faculty		
Purpose of the training program	To assist training staff in more established communication skills, develop conflict capabilities, process change and develop a solution focus approach to change management in a rapidly changing environment.		
Organisational and Legislative requirements (as applicable)	There are no legislative or certification requirements WHS, Evac procedures, risk assessment Student privacy, non-disclosure agreements, contractual agreement		
Training Program is required as per the following:	Through client interview, TNA notes, program proposal acceptance		
Target Audience	Experienced Academics, lecturers, professors, seniors and other Uni personnel		
Access and equity considerations	Building location confirmed via email		
Benchmarks			
What is conflict	<ul style="list-style-type: none">• How to recognise conflict• What to do about conflict• How to report conflict	PPT, discussion	
Why workplaces change?	<ul style="list-style-type: none">• Causes of Uni landscape changing• Brainstorm activity – list reasons• Solutions to adapting to changing environment• Accountability	PPT, discussion Flipchart	
Consolidation	<ul style="list-style-type: none">• What did you learn?• Takeaways?• Share activity		
Existing resources	Program outlines Training resources – projector, laptops, templates, whiteboard, flipcharts, music, training equipment		
Required resources	Roleplay scenarios Project guidelines and project outcomes to be defined Activity workbooks		

Venue	Training to be conducted on-sight at QUT Business School, training room 306
Timeframe/Scheduling	½ day of training 1-5pm 12.30 set-up
Summary of costs	Trainer costs - \$2000 per day Venue – free Resources - \$200 Course development/customisation - \$95 per hour – 10 hours Tea and coffee - provided