



## About This Course

Have you ever wondered why highly capable individuals sometimes fail at the workplace?

Why are teams sometimes unable to deliver on their projects and assignments?

What is the secret sauce to public sector effectiveness?

This course explores the concept of a collaborative culture, why it is important in government, and helps you develop strategies for collaborating effectively and managing conflict in a public service context.



Training Dates

Take the course at your

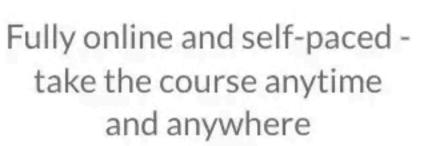
own pace



Duration
Approximately 3 hours



Learning Mode





Certificates

Obtain a Certificate of Achievement from CAG



Pre-requisites
No pre-requisites required

## Learning Objectives



What You Will Learn

By the end of this course, you will be able to:

- Articulate the importance of Emotional Intelligence in relationship building and collaboration in a public service context
- Explain strategies and techniques for collaborating effectively as well as managing conflicts in a public service context
- Identify and characterize key relationships in the context of working in the public service

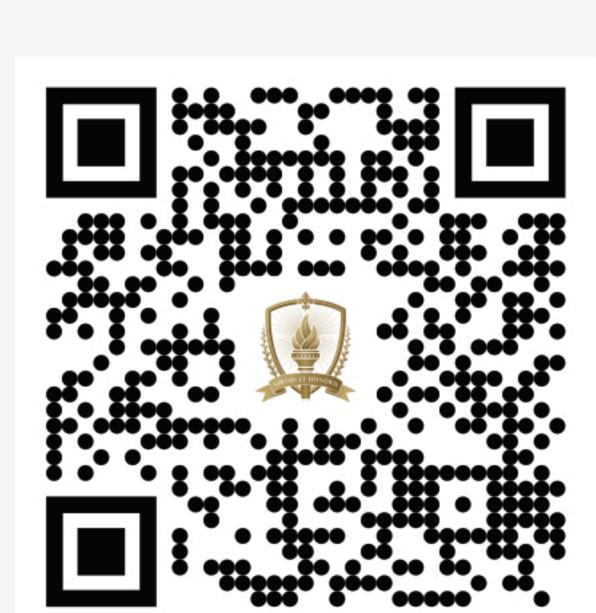


Who This Is For

Public servants at all levels who want to learn strategies for how to collaborate more effectively with others within their organisations

## Course Outline

- What is a collaborative culture and why is it important in government?
- What is Emotional Intelligence?
- Developing your Emotional Intelligence
- Working well with others: Strategies for effective collaboration
- 05 Managing conflicts
- Building strategic relationships and networks



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