



Conflict Resolution: 2 Days Manage Workplace Conflict Effectively

Improve productivity, team cohesion and performance

Developing the skills and capacity to manage basic interpersonal conflict has far reaching benefits such as decreased burn-out, stress and absenteeism. This workshop is beneficial for those who want to improve their communication skills when dealing with conflict amongst individuals and in teams; and for human resource professionals responsible for employee and labour relations who advise and support staff and management in conflict.

HOW YOU WILL BENEFIT

This two-day workshop is a skills-building workshop designed to help employees at all levels manage interpersonal conflict in the workplace. It operates from the assumption that conflict is inevitable but that it can be effectively resolved or managed by all members of an organization, team or department.

After the workshop, you will be able to:

1. Identify conflict including its sources and causes.
2. Identify preferred conflict style.
3. Explore the conflict escalation cycle.
4. Utilize active listening tools to de-escalate interpersonal conflict.
5. Understand the nature and impact of "hot buttons"
6. Offer conflict coaching support to others in the workplace in conflict situations.
7. Explore the relationship between culture and conflict.
8. Identify the differences in how people approach and address conflict.
9. Explore how diversity can impact a conflict.

WORKSHOP DESCRIPTION

Module 1: Conflict Style Assessment

- Explore individual conflict management styles
- Maximizing group differences: understanding and working with other conflict styles

Module 2: What is Conflict?

- Sources and causes of conflict
- Mapping a cycle of conflict
- Conflict escalation

Module 3: De-Escalating Conflicts: Active and Reflective Listening

- Conflict de-escalation
- Active and reflective listening

Module 4: Conflict Coaching

- Basic conflict coaching
- Providing constructive feedback
- Undertaking and managing difficult conversations

Module 5: Conflict and Culture

- Culture and conflict
- Managing conflict in a diverse working environment

BUILD YOUR COMPETENCY IN

- Effectively responding to conflicts in the workplace
- Using reflective and active listening
- Identifying and responding to the symptoms and causes of conflict before conflict escalates

ATTEND THIS WORKSHOP IF YOU...

- Want to be an effective communicator in conflict situations or when responding to challenges
- Wish to prevent conflicts from escalating to avoid negative outcomes such as grievances, litigation, decreased production and absenteeism.
- Are looking to effectively work with different conflict styles in team situations.

HOW TO REGISTER

To register, call **(613) 727-7729**
Or email training@algonquincollege.com

Dates: **January 19, 20, 2010**
March 11, 12, 2010
8:30 a.m. to 4:00 p.m.

Fee: **\$675 (plus GST) for 2-day program**

Location: 340 Albert Street, 11th Floor
Constitution Square, Ottawa

*Check-in, coffee and muffins start at 8:00 a.m.
Afternoon refreshment provided.*

*Participants receive an Algonquin College Statement of Achievement. Group size is limited to 16.
On-site delivery of this workshop is available.*

Laura Cohen, M.A

A trainer and educator in the field of culture and diversity for 15 years has worked and lived overseas in Israel, United States, South Africa and Tanzania. Faced with the task of negotiating complex cultural terrains and managing conflict as well as working with people from diverse cultural back-grounds, Laura expanded her field of expertise to include the importance of culture and diversity in conflict management.

Laura specializes in culture, diversity and conflict management. She holds a BA and MA in Anthropology, a certificate in Adult Education and Conflict Management and a Graduate Certificate in Conflict Resolution.