

# LEADERSHIP & MANAGEMENT

QNET presents:

## Conflict Resolution: Learn to Manage Conflict More Effectively

Monday, May 11, 2009 – 9:00 a.m. to 5:00 p.m. - in Steinbach

When conflict arises most of us either put up our fists or head for the hills; our reaction is usually one of offence, defence or avoidance. Stomachs churn, blood pressure rises and volume elevates. Anxiety often pervades the situation reinforcing the belief that the disagreement will end up in a disaster. But conflict does not always have to be destructive; it can be very constructive if handled well. Given its inevitability, we all need to learn to manage conflict more effectively.

### LEARNING OBJECTIVES - upon completion, participants will:

- Have an awareness of the beliefs and assumptions they hold about conflict;
- Examine assumptions that lead to conflict resolution;
- Identify the sources of conflict in their personal and work lives;
- Use a common language for conflict resolution;
- Describe the different conflict management styles and be able to utilize each style when appropriate to the situation;
- Understand and practice what skills are needed for resolving conflict effectively at work and at home;
- Recognize roadblocks to effective dispute resolution within your organization;
- Have a clear understanding of the role that each person within a team plays in facilitating conflict resolution;
- Use their personal action plans for further development of effective conflict resolution.

**Facilitator: Priti Shah** is a lawyer, mediator, arbitrator, investigator and facilitator and operates PRAXIS *Conflict Consulting*. Priti has conducted more than 160 mediation sessions and is trained as a Human Rights Investigator to deal with complaints of harassment or discrimination. In addition to equality, diversity and harassment, Priti trains in the areas of effective communication, conflict resolution, negotiation and mediation skills, and board development. In 2005, Priti was awarded the Woman Entrepreneur of the Year Award for Contribution to Community from the Women Business Owners of Manitoba.

This workshop is:

- An optional course in the 70 credit hour **Certificate in Management Development (CMD)**
- Eligible for credit in the **CAM:OE (Certificate in Applied Management: Organizational Effectiveness)** in partnership with the University of Manitoba Continuing Education

### PRESENTED IN PARTNERSHIP WITH:

Industry Workforce Development, Manitoba Competitiveness Training and Trade  
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**REGISTER NOW** - Fax this form to (204) 949-4990 or register online at [www.qnet.mb.ca](http://www.qnet.mb.ca)

Fee:     \$359.00 + GST for QNET Members                       \$399.00 + GST for Non-Members  
Name \_\_\_\_\_ Title \_\_\_\_\_  
Organization \_\_\_\_\_ City \_\_\_\_\_  
Ph \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_  
Payment method:    VISA                       AMEX                       MasterCard                       Cheque Enclosed  
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Cardholder name \_\_\_\_\_ Signature \_\_\_\_\_

Participants will receive location and final details approximately 3 days prior to session, please contact QNET if you do not receive this information. Cancellations must be received in writing no later than 6 business days prior to the course. After that time, the full registration fee will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance. G.S.T. Reg # 899755334RT.

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