

CONFLICT MANAGEMENT SEMINAR

Date: June 16 & 17, 2011

Location: Saint John, NB

Facilitator: Mike Quartermain
(2 days/2 credits)

ABOUT THIS SEMINAR...

CONFLICT: CONCEPTS & CONTEXTS

Conflict is generally a complicated process and a potentially volatile situation that involves varying behaviours, goals, values, needs, interests and communications. This creates a situation in which people in the same conflict may experience it differently. In a conflict it is not always a case for a position that is the root cause, in many situations the story may be part of some type of judgment stemming from an individual view or perception.

Conflict exists in all aspects of life today. Private corporations, nonprofit groups, local associations and government organizations all face the challenge of interactions with other groups or individuals to solve problems on a daily basis. Conflict, when managed constructively, can be a means that allows organizations and individuals to grow and evolve with their environments. The goal then in dealing with any conflict is not to eliminate it but to respond to it constructively, rather than destructively. It is this view of conflict that leads many organizations and individuals to look for better means to understand and deal with conflict more constructively.

How we define conflict will ultimately determine how we approach it!

The session will be an interactive two days of simulations and conversations, leveraging the experiences of participants to gain deeper insights into conflict as they experience it.

COURSE OBJECTIVES:

- Understand conflict contexts, content and contacts;
- Assess conflict situations,
- Recognize how, we as individuals deal with conflict;
- Become more aware of your own conflict style,
- Participants will complete a personal TKI styles analysis,
- Reflect on individual conflict management approaches;
- Recognize the conflict styles of others,

- Introduce conflict resolution strategies;
- Based on the book *The Conflict Resolution Tool Box* by Gary Furlong,
- Participants will receive a copy of the book as part of course materials.