



CONFLICT MANAGEMENT SKILLS

Part one—Identify, Approach & Skills

Course Description & Outline:

- **Reveal the philosophy behind effective conflict management approach**
- **Understand the four management styles people default to in challenging situations**
- **Actively practice your challenging conversations & conflict management tool-kit/skills**
- **Understand mediation skills**

INFORMATION OR TO REGISTER, PLEASE

CONTACT: TESSA
TGLASS@LTG.CO.NZ
06 3514406 OR 0274422331

WHEN

Thurs October 3rd 2019
9am - 4pm

WHERE

The Coachman Hotel
Fitzherbert Ave
Central city
Palmerston North

WHO SHOULD ATTEND?

Course is designed for
Company CEOs, Managers
and aspiring managers

COURSE STYLE

Informative & Experiential

COSTS

\$395 per person +gst
Light lunch included

Presenter

Mark Stewart

An exceptional teacher

Testimonial

Mark has successfully facilitated
Conflict Management work shops
for over 20 years.

He brings a unique style of
experience, humour and
expertise.

Mark has delivered work shops
for Ministry of Education, Massey
University, Health Boards and
Private Business.