



CONFLICT MANAGEMENT SKILLS

Part two— Understand how & why, participate, practise and manage conflict situations

Course Description & Outline:

- Understand the philosophy as to how and why difficult conflict management can be worked through
- Actively participate in initiating and managing serious conflict conversations
- Actively practice mediation when managing others conflict
- View critical workplace factors that often negate conflict situations.

FOR FURTHER INFORMATION OR TO REGISTER
PLEASE CONTACT: TESSA
TGLASS@LTG.CO.NZ
06 3514406 OR 0274422331

WHEN

Thurs November 7th 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.