

MANAGING CONFLICT IN THE WORKPLACE

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Australian Centre for Peace and Conflict Studies Mediation and Conflict Resolution Program

PRESENTATION DESCRIPTION

In this workshop, participants will be introduced to a range of conflict management tools for use in the workplace (including principled negotiation, mediation and conflict coaching).

The workshop will include skills exercises to help participants manage their own conflict and to assist others to manage their conflict.

KEY BENEFITS

By the end of the workshop participants will have developed a clear understanding of the range of processes that can be utilised for the management, resolution and prevention of workplace conflict and the skills needed to effectively conduct these processes.

PRESENTER

Dr Samantha Hardy, Senior Lecturer in Conflict Resolution, Australian Centre for Peace and Conflict Studies, The University of Queensland, (Melbourne and Brisbane).

Samantha.Hardy@uq.edu.au

BIOGRAPHY

Sam is the Director of Conflict Resolution and Practice (Melbourne). Sam has a legal background and practiced as a lawyer for some years before moving into education and training. She is a Nationally Accredited Mediator and completed advanced negotiation training at Harvard Law School. She is also a CINERGY trained Conflict Coach. Sam has taught law and conflict resolution for the past twelve years to university students, lawyers and other professionals. She also has a consultancy practice in facilitation, mediation and conflict coaching.

DATE AND TIME

Friday, 27 February, 2009

9:00am - 5:00am

COST

\$295 / head for full-day workshop (with University of Queensland Certificate of Attendance) and manual.

LOCATION

Grand Chencallor Hotel, Hobart.
Presented as part of the Hobart Professional Development Retreat 2009.

<http://www.pdretreat.info/>

MEDIATION AND CONFLICT RESOLUTION PROGRAM

The Australian Centre for Peace and Conflict Studies (ACPACS) presents a range of innovative courses in Mediation, Negotiation and Conflict Resolution in Melbourne, Brisbane. Our workshops are designed to meet the needs of people with no prior experience in conflict resolution, as well as experienced practitioners seeking advanced skills and specialisation.

Presented by world class trainers, each ACPACS workshop is self-contained, and includes all the materials and resources required. By ensuring a flexible format, workshops provide participants with great learning choices.

Completion of ACPACS workshops may lead to postgraduate qualifications in a:

- Graduate Certificate of Mediation and Conflict Resolution
- Graduate Diploma of Mediation and Conflict Resolution
- Master of Mediation and Conflict Resolution

Our courses may also provide credit towards other degrees and CPD points for a number of professional organisations.

CRICOS Provider Number 00025B

