

Let's talk: Dealing with Conflict in the Workplace

Organizations that recognize conflict as a natural occurrence of human interactions, and are intentional in supporting their employees' need to work through it positively, are helping to maximize the potential of their most valuable resource – their employees.

This 3-hour interactive workshop will provide information on the foundations of dealing with difficult situations and will highlight common mistakes that are frequently made to 'derail' the process. Strategies will be provided around focused conversations and introductory mediation skills. As a result of your organization's participation, it will be in a better position to put common knowledge into common practice.

Key Learning Outcomes:

- consider the role of individuals, their emotions, and discuss how these relate to achieving an optimal outcome;
- practice interactive listening and the 7 Elements of Principled Negotiation
- Participants will have an opportunity to develop their skills related to dealing with difficult situations by taking part in role-playing scenarios.

About the Presenters:

Mike Sereda has been a leader in public education for 37 years and for the last 14 years, a senior executive with one of the largest public school boards in Ontario. Mike has the knowledge, skills and resources to support organizations through change, conflict and growth. Mike's work with large public sector unions, the Provincial Education Ministry and other provincial organizations has given him the knowledge to support both public and private sector organizations with Human Resource and organizational issues.

Paul Tufts is owner and principal consultant of Paul E. Tufts Consulting & Mediation specializing in the areas of leadership development and alternative dispute resolution (ADR) practices. Recently, Paul has facilitated staff training for local organizations and currently provides mediation services for the Better Business Bureau of London ON.

As a former employee of the Thames Valley District School Board for 31 years, Paul held several leadership roles including Principal and Supervisory Officer. His community roots are deep in London and surrounding areas where he continues to serve on various Boards. As well, he is a past chairperson of the Rogers Sports Celebrity Dinner and Auction and presently provides leadership within his role as a volunteer for the United Way of London and Middlesex.

Date:

September 17, 2014
9:00AM- 12:00 PM

Location:

Stevenson & Hunt Room,
Central Library, London Public
Library

Level:

Beginner-Intermediate

Target Audience:

Executive Directors, Managers,
Human Resources Staff

Investment:

\$55 for Pillar members
\$70 for non-members

NB: In order to effectively deliver this workshop using a case study approach, the number of participants is restricted to 24.

Register:

Online [here](#)
Pay by credit card or cheque

PD Registration Policy

View all Pillar events [here](#)



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