

INTRO TO CONFLICT TRANSFORMATION

COMPASSIONATE LISTENING

This one-day program provides participants with an introduction to key concepts and tools for understanding and managing conflict including:

- **What happens to people in conflict**
- **Key responses to assist people moving out of conflict**
- **Workshop activities providing introductory skill development**

A highly interactive program, the Transforming Conflict workshop introduces the theory of conflict management and gives participants the opportunity to learn and practice open, honest and empathic conflict resolution skills.

Participants are encouraged to bring and use their own stories and experiences to increase the relevance of the training.

Key outcomes

Foundational skill development for:

- Facilitating meaningful dialogue between parties
- Assessing and identifying opportunities for intervention
- Developing a toolkit to manage strong emotions
- Enabling informed decision-making and opening up possibilities not previously perceived

Topics

- Understanding conflict: *the role of empathy, openness and honesty*
- Conflict research and models of practice
- High Conflict People
- Elements of conflict
- Responses to conflict
- How to use this knowledge in your practice

What people are saying

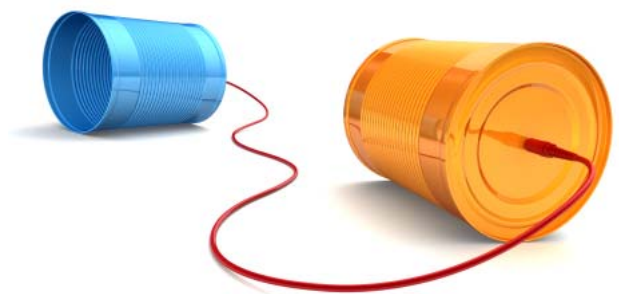
“An informative and thorough introduction to conflict management addressing the human elements of conflict including how to approach conflict more confidently.”

WHO SHOULD ATTEND

Supervisors
Managers
Team leaders
Client Liaison Officers

RELATED COURSES

Communicating with Clients
(One day)
National Mediator Accreditation
(Six days)



CYNGLER CONSULTING

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Introduction to Conflict Transformation: Compassionate Listening

Location: Melbourne

Date: February 13 2017

TAX INVOICE/RECEIPT ABN 73602311255

Name:

Organisation:

Address:

E-Mail:

Phone:

Special dietary requirements:

Registration Fee: \$575 inclusive of GST.
Early bird rate of \$518 if paid & registered by 13/01/2017

- I enclose a cheque/money order payable to Stonten Pty Ltd
- I have directly deposited to: Stonten Pty. Ltd.
BSB 013 304
Account Number 254758831

Please ensure that the name or organisation is inserted as the remitter for identification purposes.

- Please charge my Visa /Master Card account. I understand that Credit Card payments will incur an additional fee of 2%.

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Amount A\$: Signature:

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Jim Cyngler Consulting PO Box 1075 Hawksburn VIC 3142

OR email completed form to: admin@jimcyngler.com

*Registrations must be accompanied by payment or notification of payment. No refund will be made in the event of non-attendance. Registration may be cancelled in writing not less than (5) business days prior to the seminar and the registration fee less a \$50 handling fee will be refunded.