



CONFLICT



MASTERY

**A Practical Master-Class on Understanding,
Resolving and Managing Conflicts**

**5 December 2006 ,
Orchard Hotel, Singapore**

Led by:

Ms Olivia Fox Cabane

International Speaker, Trainer, Coach, Author and Networking Expert

PARTNERS

Conference and Event Management Pte Ltd
Tel: (65)6288-1273 Fax: (65)6288-1293
e-mail: enquiries@partners-conference.com

www.Partners-Conference.com

Why This Master-Class

At one time or another, we all do experience the stress that comes from conflicts. Workplace conflicts can be a serious and destructive force that an organisation faces. Conflicts that are not resolved or ignored don't just disappear – there are serious consequences that arise as a result of unresolved conflicts – resentment, damaging relationships, poor productivity, absenteeism, high turnover – **to sum it up, a waste of valuable time and resources.**

It is estimated that 30% of a manager's time is spent dealing with conflict. Workplace conflict is seemingly the most avoidable cost that any organisation faces.

Conflicts at work are bound to happen – they are inevitable. The existence of conflict is NOT the main issue. The question is how do you resolve conflicts. In this highly competitive business environment, how do you harness and re-channel the energy created by conflicts and use it positively for the growth of the team and organisation.

How is this programme different from other similar titled workshops?

This Master-Class on Conflict Mastery is highly interactive and participation-driven. Through a series of the following activities, participants will be encouraged to learn at a deeper level:

- Practical case studies
- Insightful real life examples
- Engaging team exercises
- Lively group discussions
- Simulated role-plays

At the end of the master-class, participants can take away useful concepts, effective tools, winning techniques and powerful tips that they can implement immediately on resolving and managing conflicts with great success.

Key Learning Objectives

At the end of this impactful master-class, participants will learn how to:

- **Identify** workplace conflicts early
- **Listen and understand** from different perpectives and viewpoints
- **Express** feelings and opinions freely and without criticism, blaming or finger-pointing
- **Calm** someone down using simple yet effective action steps
- **Resolve** conflicts effectively
- **Mediate** disputes amongst colleagues and team members
- **Design and implement** effective conflict management system
- **Evaluate** the conflict management system and fine-tune and maintain it



Ms Olivia Fox Cabane

International Speaker, Trainer, Coach, Author, Internationally Renowned Networking Expert and Executive Director, Spitfire Communications LLC

Olivia's passion for networking has brought her to lecture at Yale, MIT and the United Nations, and to be frequently interviewed as the current networking expert on both radio and television. Before founding Spitfire Communications, Olivia directed international relations for the Circle of American Nations, representing this organization in New York and negotiating their international partnerships. Prior to this, she handled international relations for a global network of 40,000 expatriates.

A former legal counsel, Olivia has worked with an Am Law 50 law firm, as an in-house counsel for a Fortune 500 company, and as a solo practitioner. Her education includes three Master's degrees in French, German and European Business Law respectively. Olivia has both French and American nationalities; she has lived and worked in 7 countries and is fluent in 4 1/4 languages (her Mandarin stinks).

Olivia is on the Board of Editors of the *National Law Journal* monthly publication, *Marketing the Law Firm*, where she is a regular columnist. She is also on the Board of Editors of *Strategies*, and is an Advisory Board Member of Columbia University's AIESEC Council. She was recently named Foreign Trade Advisor to the French Government.

UNDERSTANDING CONFLICT

1. What is a conflict? (Interactive)

- The ingredients of conflict
- Different kinds of conflicts
- The costs of conflict

2. Why do conflicts arise? (Interactive)

- The basic human fears; The greatest human needs
- Understanding different points of view and values
- Cultural misunderstandings
- Discovering your own personal conflict style

RESOLVING CONFLICT

1. How to calm anyone down (Interactive)

- Step One: Listen
- Step Two: Synchronise
- Step Three: Reframe
- Step Four: Acknowledge / Validate
- Step Five (a) The two-part apology
- Step Five (b) The sandwich

2. Non-Violent Communication (Interactive)

- Clarifying perceptions
- Expressing your needs
- Expressing your feelings

3. How to resolve a conflict between yourself and another (Interactive)

- Negotiation and advocacy
- Developing "do-ables": The stepping-stones to action
- Finding win-win solutions

4. Mediation: How to resolve a conflict between others, or within a team (Interactive)

- The process of mediation
- Neutrality and empathy
- Conflict-resolving activities

ABOVE AND BEYOND: CONFLICT MASTERY

1. Preventing Conflict

- Learning from the past
- Changing your communication style
- Mastering your body language
- Constant mediation to avoid conflict situations
- Taking responsibility for your feelings

2. Strategic management of organisational conflict

- Coping with conflict inside an organisation: How organisations deal with conflict
- Recognising early conflict within organisation
- Designing and implementing effective conflict management systems
- Involving the stakeholders: interest-based conflict management
- Evaluating the system: making sure it works
- Maintaining the system: incentives and rewards



To register, please contact **Partners Conference & Event Management Pte Ltd**

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Conflict Mastery, 5 Dec 2006, Orchard Hotel Singapore

Registration Fees (nett per workshop) S\$495

YES! Please register me / us:

Name of Delegates	Designation	Email
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
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