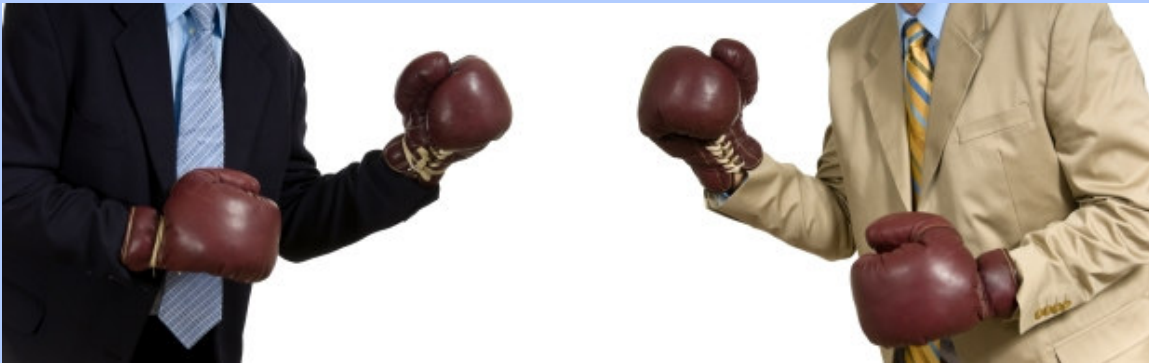


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A Practical Workshop on Understanding, Resolving and Managing Conflicts
Conflict Management and Resolution



12 Mar 2008, Furama Riverfront, Singapore

Workshop Leader:
Ana Holub,

Relationship Coach, Professional Mediator & Peace Educator

Why This Workshop

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 workshop on Conflict Management & Resolution 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 workshop, 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 participation-driven and practical workshop, you will learn how to:

- **Understand** how to use conflicts creatively instead of avoiding or getting stuck in tense situations
- **Express** feelings and opinions freely and without criticism, blaming or finger-pointing
- **Calm** down by using simple yet effective techniques
- **Resolve** conflicts effectively
- **Mediate** disputes amongst colleagues and team members
- **Engage** in difficult conversations without fear
- **Enhance** relationships at work and create the environment for dynamic team building

Key Topics

1. What is conflict? How to use it *creatively*, instead of avoiding it or getting stuck in arguments
2. The 5 universal conflict resolution strategies - how they work, how to use them effectively
3. What is your conflict strategy? How to expand your options when conflicts happen?
4. Strengthen relationships and resolution by learning and practicing new tools:
 - a. Listening and breathing skills
 - b. Expressing safely and respectfully
 - c. Positive and negative speech
 - d. Body language and non-verbal communication
 - e. Stress reduction for tense interactions
 - f. Handling difficult employee relationships
 - g. Building a dynamic team
5. Facilitation of difficult conversations - learn essential keys to use at work, at home, with friends and family
6. The 4 steps of apology - when is apology appropriate and supportive for you, for others?
7. Forgiveness - discover the deep power of forgiveness for healing old wounds and reviving important relationships
8. A bit of movement and stretching to keep you alert and alive in your body while you learn.

About Ana Holub



Ana Holub, MA is a mediator and peace educator based in Northern California, USA. Over the past 20 years, she has worked with individuals and couples, government (Family Court Services), prison inmates and at-risk families, non-profit organisations, businesses, and schools.

Ana's professional expertise is grounded in her life experience and her education. She holds a BA in Peace Studies, and an MA in Dispute Resolution from Pepperdine University School of Law. She is also a certified Domestic Violence counselor and Radical Forgiveness coach. She has spent years on the front lines of healing trauma, teaching and coaching thousands of people practical skills to improve their experience of harmony, strength and empowerment.

The result is a dynamic mix of services: mediation, communication skills, couples education, anger management, breath techniques, forgiveness counseling, and gender reconciliation.

Testimonials

"Ana's wise expertise enabled us to discover solutions and made even the most difficult communications possible. Ana embodies a peace, clarity and wisdom which in itself inspired us to handle our conflict with ease. She is an excellent facilitator and someone who sincerely 'walks her talk'." - Danielle Light, ShastaSpirit, Mount Shasta

"Working with Ana Holub transformed a tense, strained relationship between two co-workers into a productive, supportive one. Miraculous, as everyone involved had given up on the possibility of a resolution, and yet the whole office atmosphere became more pleasant and energised with better communication. Ana, your work saved us from a lawsuit. Consider us great fans of yours!" - Kathleen and Joseph Heller, Hellerwork, Mount Shasta

"Ana Holub's work serves as a catalyst for a powerful, transformative interaction between people, especially on issues that are sensitive and need a skilled communicator. She has true courage and knows how to encourage people to come from the best in themselves so as to create a win-win situation. Her contributions to our programmes are very popular." - Jacques Verduin, Executive Director, Insight Prison Project - San Quentin Prison

"Ana's integrity and expertise in working with communication skills is compassionate and skillful. The way she blends her knowledge of communication issues with support for participants to find their own understanding shows her mastery and love for the work she does." - Donna Bringenberg, Facilitator for at-risk families, N. Valley Catholic Social Services, CA

REGISTRATION

Conflict Management & Resolution,

12 Mar 2008, Furama Riverfront Singapore

Registration fees: S\$695 nett per person
(Team discount is available for a team of 3 or more persons)

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