

## Conflict Advising for Human Resource Professionals

• Do you receive requests to help deal with workplace conflict?

• Do you sometimes feel unsure about how best to resolve a difficult conflict?

• Are you interested in building your skills at managing conflict?



### *Who would benefit from this course?*

- HR Leaders
- HR Consultants
- OD Consultants
- HR Generalists
- HR Specialists
- Ombudspersons
- Harassment Officers
- Employee Effectiveness Officers
- Labour Effectiveness Consultants

### *Takeaways:*

- A knowledge base of workplace conflict dynamics
- Specific communication strategies for both assessing and managing conflict
- A self-assessment of constructive and destructive conflict management skills using the Conflict Dynamics Profile
- Skills to manage your own emotional response to conflict
- Increase creativity and productivity by cultivating the positive aspects of conflict
- Specific interviewing skills to determine the personal and organizational factors that contribute to workplace conflict
- Effective strategies to assist managers and individual contributors to both prevent and manage workplace conflict.
- Learn to use the Work Dynamics Profile to assess conflict in groups
- Certification in the Work Dynamics Profile – a web-based survey tool used to assess workplace conflict in teams and work groups

Research indicates that managing conflict is one of the most common development needs of leaders and managers. This finding isn't surprising given how pervasive conflict is and how detrimental unresolved conflict can be for individuals, teams and organizations. Conflict Advising for HR Professionals gives participants an increased awareness of the root causes of conflict and helps them acquire new skills for effectively assessing and resolving conflict and strategies for consulting to others about how to manage conflict in teams and work groups. Through a variety of teaching techniques including lectures, questionnaires, simulations, exercises and personal feedback, the program focuses on building the skills of HR professionals.

Research confirms that leaders who practice constructive conflict management are not only considered to be more effective in general, but they're also rated by their bosses as better candidates for promotion. At the same time, most leaders generally try to avoid conflict since it can be emotionally draining and because they're not particularly skilled at managing it. Put yourself in a good position for promotion by building your skills at conflict advising.

## ***Certification in the Work Dynamics Profile.***

Using the Work Dynamic model users can quickly assess the seven factors that contribute to work dynamics and conflict, performance, and productivity including teamwork, leadership, workflow, reward and recognition, communication, and wellness. [www.workdynamicsprofile.com](http://www.workdynamicsprofile.com)

Continuing Education: 12 hours of CE credits are available.

### ***When:***

#### ***Calgary –***

Thursday, October 21 & Friday  
October 22, 2010 at  
the Hotel Arts  
119-12th Avenue SW, Calgary, AB  
(403) 266-4611  
[www.thehotelarts.ca](http://www.thehotelarts.ca)

#### ***Vancouver –***

Thursday, October 28 & Friday  
October 29, 2010 at  
The Arbutus Club  
2001 Nanton Avenue, Vancouver, BC  
(604) 266-7166  
[www.arbutusclub.com](http://www.arbutusclub.com)

***Price: \$1375***

***To register, go to [www.gilbertacton.com/register](http://www.gilbertacton.com/register)***

### ***Workshop Leaders:***

**Bob Acton, Ph.D., R.Psych.** Dr. Acton has over twenty years experience in assessment and, human consultation, training, research, and business development. He has served in a variety of positions in health-care and in the private sector. He has presented international, national, and local presentations on resiliency building, conflict management and emotional control, and has written a number of articles for professional and public journals and magazines. His area of expertise is conflict management and mediation. Dr. Acton has conducted health-care agency evaluations, consulted to both large organizations and medium sized businesses, and has been actively involved in training professionals. He has worked with and coached people from many walks of life, including corporate executives, managers, professionals, entrepreneurs, and corporate employees.

**Patricia Trick, B.Comm.** Ms. Trick holds a Bachelor of Commerce Degree from the University of Northern British Columbia. She is currently the Manager of Human Resources for Calgary Laboratory Services. She has over 20 years experience in the Human Resources field and has primarily focused in the areas of Labour Relations, Recruitment, Leadership Development, Team Development and Compensation. She has also taught business courses at a Community College. Patricia has presented at recent conferences on minimizing absenteeism, work force strategies and interventions for workplace teams.

