




CORRECT AT 30 June

Workshop Title	New Perspectives on Conflict Resolution
Description	<p>Conflict at work is hard to avoid. But after this workshop you'll be able to see it coming, confront it confidently and get positive results in tough situations.</p> <p>Find out how to bring up an issue without inflaming a situation. Then get practical experience using a range of conflict resolution tools such as conflict maps, option generators and "yes and" language strategies.</p>
Cities and Dates Dates changed 30 June	<p>Melbourne: Thursday 30 September 2010 Sydney: Thursday 7 October 2010</p>
Start and finish times	9.00 a.m. – 4.30 p.m.
Presenter	<p>Eleanor Shakiba You will tune in easily to Eleanor's vibrant speaking style. She breathes life into theory and connects with everyone in the room.</p>  <p>Read Eleanor's resume: http://www.thinklearnsucceed.com.au/pdf/Eleanor%20CV.pdf</p> <p>Eleanor is a top notch facilitator and trainer and highly regarded by the APA. Some of the areas that she specialises in include conflict resolution, leadership and management development, team development and communication skills. She also runs workshops in applications of Neuro Linguistic Programming (NLP), and does one to one personal mastery coaching.</p>
Who should attend?	Any staff member who deals with other people whether they be customers, colleagues, staff or managers.
Content will include these topics:	<ul style="list-style-type: none"> • Defining conflict • Key principles of conflict resolution • Recognising early signs of conflict • Identifying conflict styles • Getting people to listen • Finding out what's wrong • Simple steps for problem solving • Dealing with barriers to conflict resolution.
By the end of the workshop you should be able to:	<ul style="list-style-type: none"> • Get in early to stop conflict sparking • Make people listen • Talk about problems without inflaming people • Think of ways to move beyond conflict • Manage power plays and emotional games

	<ul style="list-style-type: none"> Handle the unfair tactics people use during conflict.
Format for the day	<p>You'll come out of this workshop with powerful tools for resolving conflict.</p> <p>We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises.</p>
What others have said about the workshop:	<p><i>Eleanor is clearly very experienced and knowledgeable and always had great examples for clarifying points made. She is an open, personable presenter with a flowing style of delivery.</i></p> <p><i>Eleanor responded to questions with flexibility in a non-threatening way. I learnt such a lot and am really pleased I came.</i></p> <p><i>Gave me tools to help with my regular dealings with various personalities in conflict situations.</i></p> <p><i>Great personal stories that allowed us the opportunity to reflect and connect with the theory.</i></p>
Investment	<p>\$425 APA members \$480 Non-members</p>
Venues	<p>Melbourne Thursday 30 September: Venue: Adina on Crown, 359 Crown Street, Surry Hills, Sydney, NSW 2010 Tel: 02 8302 1000</p> <p>Sydney Thursday 7 October: Venue: Seasons Botanic Gardens, 348 St Kilda Road, Melbourne, VIC 3004 Tel: 03 9685 3000</p>
Catering	<p>Morning and afternoon refreshments and a light lunch are included.</p>
Further information	<p>Please contact: Dee Read, Industry Professional Development & Training Manager, APA Office: 02 9281 9788 Mobile: 0424 603 251 e: dee.read@publishers.asn.au</p>

NOTE: Event details are subject to change. The latest information is indicated by date at the top of the first page.

<p>TO REGISTER</p> <p>1. Read Cancellation Policy</p> <p>2. Then register</p>	<p>Please keep a copy of the Registration Form for your accounts department as this form is your TAX INVOICE when paying by EFT or credit card.</p> <p>Click here to go straight to cancellation policy before filling in the registration form.</p> <p>Download TAX INVOICE/REGISTRATION form at http://www.publishers.asn.au/training.cfm [OR</p> <ul style="list-style-type: none"> Go to the Professional Development page Event Table scroll to find workshop go to Status column click on Booking Now and this will take you to the TAX INVOICE/REGISTRATION form.] <p>Complete and fax to 02 9281 1073</p>
--	---

- | | |
|--|--|
| | <ul style="list-style-type: none">• or email to dee.read@publishers.asn.au |
|--|--|