



# Coping with Conflict

AN INTRODUCTORY EVENING TO DIRECT DEAL FACILITATION



## HOW DO YOU DEAL WITH CONFLICT?

- Are you the kind of person who gets angry?
- Or the kind who walks away?
- Will you do anything to get your way?
- Or do you find you're usually the one who loses out?
- Are you dealing with conflict at work in the same way you do at home?

***This is a seminar for anyone who has ever been in a conflict and wondered afterwards how they could have handled things better.***

We are all involved with conflict, every day of our lives. Most of us have ways of coping with conflict that we use in our lives and in our work. These are often habitual, and may be typical of the culture in which we were brought up: some of us get angry, some cry, some simply avoid the problem.

Anger and avoidance are the most common symptoms of conflict. But when we only deal with the symptoms, the conflict just deepens or goes underground to reappear at a later date.

If we can find a way of getting underneath the cause of the conflict, rather than just dealing with the symptoms, the opportunities are endless.

Don't expect a miraculous solution for a conflict free life. What you can expect from this practical 3 hour seminar is:

- An understanding that conflict is usually not the problem
- New ways of coping with conflict so you can find resolution
- Strategies for confronting conflict
- Ways of working creatively with conflict
- Strategies for managing conflicts that can't be resolved

*"I knew when I was losing sleep over problems with staff that my inability to manage conflict was letting me down. Invigorative's blend of theoretical knowledge, combined with the chance to experience conflict resolution in real life, has greatly improved the way I manage my staff. I found the Direct Deal Facilitation training highly relevant, interesting and applicable. It was a very valuable experience which I believe is useful for anyone involved in meetings, groups, management or business."*

Dr Mike Hoar (MBBS, FRCGP)

## YOUR TRAINER:



Nick Norris is one of Australia's leading figures in the area of strategic change and cross cultural conflict management. He has worked as a consultant in strategy development, public consultation and facilitation in Australia, Asia and Europe.

Nick is an outstanding communicator who thoroughly enjoys facilitating the interplay of different opinions around controversial issues. He is particularly effective in working with the underlying conflict that occurs in all groups.

Nick's academic career includes a Master's degree from Murdoch University, and studies at the Universities of Montpellier and London, where he held a Fellowship of the Imperial Relations Trust. He consults internationally on strategic leadership and management, and conducts facilitator training in Australia and the United Kingdom.

## REGISTRATION FORM COPING WITH CONFLICT

**Venue:** 3/26-28 Finchley Road, LONDON, NW8 6ES  
**Date:** 22 Feb 2006, 6:00pm - 9:30pm  
**Price:** £35.25 inclusive of VAT

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