



Confronting Conflict Creatively

9.30 AM → 4.00 PM

LEEDS

Thursday 14th November 2013

Develop strategies for managing different types of conflict at work.

This is a practical training session where you will have the opportunity to work through different conflict scenarios. It is appropriate for direct staff and managers.

On 'Confronting Conflict Creatively' you will –

- Develop the skills needed to mediate conflicts
- Discover your own conflict management style and how to build on this
- Practice using different mediation techniques and tools in real life situations
- Learn which conflict resolution tool is appropriate to use and when

Book on this training for £70 per person

A light lunch will be provided.

This is an opportunity to have fun learning how to make the most of conflict it in a lively and supportive atmosphere.

To book on this training please fill out the booking form on the other side and return to –

Connect in the North, Bridge House, Balm Road,
Leeds, LS10 2TP or email sarah@citn.org.uk



Connect in the North ☎ 0113 270 3233 sarah@citn.org.uk

Course Booking Form

Course title	Confronting Conflict Creatively	
Course date and course cost	14th November 2013 / £ 70	
Name		
Organisation		
Work address		
Work e-mail address		
Contact telephone no. (in case of emergency cancellation)		
Accessibility requirements		
Contact name for invoice (if different)		
Contact e-mail for invoice (if different)		
Address for invoice (if different)		
Purchase order no (if used)		
Please tick ✓ one of the following	My workplace is paying for the course and I have my manager's authorisation for an invoice to be sent	
	I am paying for the course myself and I have enclosed a cheque	
Mailing List: If you would like to be added to our mailing list and kept informed of future courses, please indicate here: YES / NO* (* delete as appropriate)		
Date:		

Payment: Please enclose a cheque, payable to '**Connect in the North**', for the cost of training. or, an invoice will be issued, the terms of which will be 7 days.

Cancellation: In case of cancellation, the full fee (**minus a £25.00 administration fee**) will be **refundable up to 14 days prior** to the training. **Cancellation after 14 days will incur full payment.** We appreciate that occasionally staff cannot attend at short notice and a replacement delegate is not available or appropriate. However we ask the delegate's organisation to cover this cost so that we can keep course fees as low as possible.

By submitting this form you are agreeing to these terms and conditions.