



Hemisphere Consulting

PeopleStrategiesForBusiness™

Hemisphere Consulting Pte Ltd - 200210903G | Hemisphere Consulting [Malaysia] Sdn Bhd - 200719382R | Hemisphere Consulting [Indonesia] Pte Ltd - 200912776W
300 Beach Road, The Concourse #29-03, Singapore 199555 | www.hc.com.sg | Tel: +65 6396 6331 | Fax: +65 6396 6332 | email: c-serv@hc.com.sg

Conflict Resolution – 2 Day Workshop

Principles, Tools & Techniques - Incorporating insights from TKI

Public Program: 24th & 25th Feb 2010

In-House Programs: By Arrangement

Conflict Resolution Workshop

Conflict is part of everyday life. It is as common as laughter, anger, love, hope, work, play and is probably no less important than any of these. If managed constructively, it can bring about much-needed change, and be a source of personal growth, development and individual / group transformation. If managed destructively conflict can also breed resentment, alienation and break down of trust.

The Thomas-Kilmann Conflict Mode Instrument (TKI) helps people discover the ways they handle conflict – their conflict styles and the impact on performance.

The TKI is a leading instrument used to assess and learn about different conflict-handling styles and how these affect personal and group dynamics. The TKI identifies our preferred conflict-handling style or mode and provides specific information about how we can use all five modes:

- Avoiding
- Competing
- Accommodating
- Compromising
- Collaborating

The TKI is used extensively in the following types of programmes:

Leadership Development, Conflict and Change Management, Effective Communication, Performance Development, Team Building, Stress Management, Negotiation Skills training

Who Should Attend?

Operations managers, human resource managers, project leaders and other leaders in organisations who have responsibility for leading, managing or co-ordinating people.

Workshop Content

Personal awareness of our individual “conflict styles,” including our habits, attitudes, and beliefs related to conflict, and to organising for change. The Conflict Mode Workshop is created to guide you in using the TKI in a group-learning environment.

What You Receive With Enrolment

- Copies of all materials
- TKI Self-Scorable Booklet
- A copy of Introduction to Conflict Management
- Morning and afternoon teas and lunch

How Will You Benefit from This Program

- Enhanced understanding of the process of conflict resolution
- Expanding self-awareness –understanding your conflict resolution style
- Developing awareness of others
- Assessing conflict situations –insights for using TKI in conflict resolution

Course Leaders

Robin Robbins

Robin is the Principal Consultant of Hemisphere Consulting, a consultancy focusing on people strategies for business. He has over twenty years of experience in the area of personal and leadership development and has held senior positions in H.R. and training with Unilever. Robin conducts in-house and public training and certification programs in the FIRO-B®, Strong Interest Inventory®, Benchmarks® & SKILLSCOPE®. He is also certified in CPI 260® & CPI™ 434. Robin is an Adjunct Feedback Coach with the Center for Creative Leadership (CCL).

Brian Lawrence

Brian Lawrence is an Organisational Psychologist with over 15 years international experience working in the business, educational, government and diplomatic sectors. He is an executive coach and designs and delivers a wide range of leadership development and change programs in both the private and public sectors. Brian is the Principal Psychologist at Hemisphere Consulting. Brian conducts in-house and public training and certification programs in the MBTI®, FIRO-B®, Strong Interest Inventory®, Benchmarks® & SKILLSCOPE®. He is also certified in BarOn EQ-i, EQ-360, CPI 260® & CPI™ 434.

Enrolment, Fee & Further Details

Public Program fee: SGD 950 per participant

(Fee includes all resource materials, TKI profiling & Introduction to Conflict Management)

(Payment can be made in US\$ if preferred. Relevant government tax is chargeable in addition)

Date, time & location: 24 & 25 Feb 2010. 8.45am to 5pm. 300 Beach Road, The Concourse, #29-03 Singapore 199555



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Conflict Resolution – 2 Day Workshop

□ 24th & 25th Feb 2010

2 Days Program

Registration Form

Personal Details

Name: Ms/Mdm/Mrs/Mr/Dr.....

Position:

Organization:

email:

Tel: Fax:

Address:

.....

City: Postcode:

Country:

MBTI Type (if known):

Cancellation Policy

Clients may cancel attendance subject to the following conditions;

Cancellation

- Refund of 85% of total fees, if notifications received in writing two weeks prior to program, AND all materials (if any) returned, in saleable condition.
- Refund of 50% of total fees, if notifications received in writing more than one week but less than two weeks before program, AND all materials (if any) returned, in saleable condition.
- No refund if cancellation received less than one week before program.

Hemisphere Consulting reserves the right to cancel or postpone workshops due to unforeseen circumstances. All fees, terms, and conditions are subject to change without notice.

Fees

Program Fee **SGD 950**

(Fee includes all resource materials required for the program)

(Relevant government tax is chargeable in addition)

Note: Payment can be made in US\$ if preferred

Agreement

I hereby certify that the information supplied in this registration is true and correct, to the best of my knowledge. I certify that I have read the conditions of attendance in this training program and I agree to abide by the conditions relating to them.

Registration & Payment

Payment in Singapore Dollars **S\$950**

Total amount to be confirmed with invoice.

Signature: Date:

Mail or fax form to:

Hemisphere Consulting Pte Ltd

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Hemisphere Consulting [Indonesia] Pte Ltd

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email: c-serv@hc.com.sg

web: www.hc.com.sg

Cheque payable to:

Hemisphere Consulting Pte Ltd

Bank transfer: Contact for banking details.

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