

MANAGING CONFLICT



Course Description: This Gold Seal Accredited workshop is designed for supervisors, managers, and team leaders to assist them in being able to better deal with conflict. Topics include: Definition of Conflict, Constructive & Destructive Forms of Conflict, Four Common Types of Behaviour, Five Methods for Managing Conflict, Techniques and Guidelines to Manage Conflict, Steps for Managing Conflict, and Personal Plan of Action.

***This course counts as: 1 Special Industry Course (SIC) credit towards Gold Seal Certification.**

Course Date(s): Thursday, October 7 th , 2010			
Time: 9:00 am to 4:00 pm – lunch included		Location: Barrie Const Assoc	
Cost: \$ 175 Non-Member \$225 Plus GST		156 Victoria St Barrie	
Please register the following person(s):			
Name:		\$	
Name:		\$	
		Subtotal	
		13% HST (R12759439RT)	
		Total	
Company:		Contact Name:	
Address:	City:	Prov:	PC:
Phone:	Fax:		
<p>Space is available on a first come, first served basis, and can be held by faxing this form Please fax back to 705-726-4649 by Monday October 4th, 2010 Payment must be received prior to commencement of the course Cancellations less than one week from course date will be charged \$50 No-shows will be charged full course fee</p>			
Credit Card Number:		Exp Date: mm/yy	
Name on Credit Card:		Signature:	
<p>Credit card payments may be faxed/mailed to the BCA office. Cheques are to be made payable to: Barrie Construction Association and sent, along with this completed form, to: 156 Victoria Street, Barrie, Ontario L4N 2J4 Phone: (705) 726-5864 Fax: (705)726-4649 bcaadmin@barrieca.com</p>			