



OANHSS

Predict and Prevent Workplace Conflict

Conflict in the workplace can start as an interpersonal issue that escalates, leading to damaged working relationships, employee disengagement, harassment, bullying and even violence. It can have serious implications for the organization, including complaints that lead to a formal investigation and potential liability issues. However, if conflict is resolved effectively and promptly, it can lead to personal, professional and organizational growth.

Participants will understand the conflict cycle and predict when situations may arise to avoid grievances, complaints and lawsuits. You will also examine different methods of conflict resolution and assess the most appropriate approach for resolving problems, respecting each party's legitimate interests and building a stronger, healthier workplace.

Participants will:

- Identify and understand conflict.
- Learn best practices for conflict resolution.
- Learn best practices for taking and assessing complaints.
- Practice techniques for improving conflict resolution and communication skills.
- Resolve sample conflicts and learn how to build a climate of cooperation within their organization.
- Leave armed with a solid conflict resolution model.

Denise Koster is the founder and director of Koster Consulting & Associates and has worked in the areas of health care and violence in the workplace since 1985. As a certified instructor in non-violent crisis intervention, conflict resolution specialist, and graduate of the International School of Investigation and Protective Services, Denise provides labour and management with practical education and intensive training around the identification, investigation, and prevention of violence in the workplace.

**WEDNESDAY
OCTOBER 10, 2012**

9:30 A.M. - 4:30 P.M.

Seven Oaks
9 Neilson Road
Toronto

Who Should Attend?

- CEOs/Administrators
- Senior Managers/Department Heads
- Human Resources Staff
- Supervisors

MEMBERS \$199
NON-MEMBERS \$219

Fee includes lunch, breaks and resource material.

Three **easy** ways to register!

1. Print off the registration form (pdf format) and fax completed copy to OANHSS at 905-851-0744.
2. Register online at **www.oanhss.org**.
3. Contact Nina Zivkovic at 905-851-8821 ext.246 or nzivkovic@oanhss.org to request a registration form.



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Registration Form

PLEASE PRINT OFF THIS REGISTRATION FORM AND FAX TO 905-851-0744

Name: _____

Title: _____

Organization: _____

Address: _____

City: _____ Postal Code: _____

Tel: _____ Fax: _____

Email: _____

- WEDNESDAY OCTOBER 10, 2012**
9:30 am - 4:30 pm
Seven Oaks, 9 Neilson Road, Toronto

Registration Fee:

- \$199 MEMBERS** **\$219 NON MEMBERS** Fee includes lunch, breaks and resource material.

Special Requirements: (please check)

Do you have any special requirements (e.g. accessibility, dietary)? No Yes (please specify) _____

Method of Payment:

- Cheque enclosed (payable to OANHSS) Fax (cheque must follow by mail) VISA

Card # _____ Exp. Date _____

Cardholder's Name _____ Signature _____

Cancellations:

Cancellations will be accepted up to two working days prior to the date of the program less a 15% administration fee that will apply regardless of the status of payment. Registrants who fail to attend the program or cancel after the deadline date shall be liable for the full fee. There is no charge for delegate substitutions. The OANHSS Education Department reserves the right to cancel or reschedule this program. All registered delegates will receive a confirmation letter, receipt and map.

Privacy Statement:

Registration information is collected to process registrations and payments for education events, correspond with registered delegates, notify participants about other OANHSS programs and services and to publish delegate lists for event participants.

If you do not wish to have your registration information used for these purposes please contact Nina Zivkovic at nzivkovic@oanhss.org. To access our privacy policy go to www.oanhss.org.

Please send registration form and cheque payable to:

Ontario Association of Non-Profit Homes & Services to Seniors

7050 Weston Road, Suite 700, Woodbridge, ON, L4L 8G7

Nina Zivkovic, 905-851-8821 ext. 246, nzivkovic@oanhss.org

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