



Instructor: Tim Nickel, M.Ed.

Location: K W Nasser Centre
256 - 3rd Ave South, Saskatoon, SK

Fee: \$995 + GST

*Includes instruction, course materials, and meals.

To Register:

www.edwards.usask.ca/execed
or call 306-966-8686

Conflict Resolution in the Workplace

INTRODUCTION & BACKGROUND

Conflict in the workplace is one of the most unpleasant experiences that people have there. Handled poorly, it escalates into entrenched positions and negatively dominates people's lives. Further, it undermines workplace goals and threatens careers. Many years of practice and research in the field of conflict resolution, however, have shown that conflict is a normal part of organizational functioning and, handled well both by individuals and leadership, leads to greater individual and group capacities.

This workshop focuses on the knowledge and skills required for individuals to work through conflict in a healthy and constructive way, resulting in positive work relationships and better quality of life.

KEY LEARNING OBJECTIVES

- Gain the courage to be proactive and confident in your response when interpersonal conflicts arise
- Understand key concepts including, but not limited to:
 - Ladder of inference
 - Cognitive perception bias
 - Counterwill, attachment
 - Interests and positions
 - Indirect or passive aggression
 - Conflict style

- Learn and/or improve your skill in:

- Raising issues
- Listening for understanding and development
- Effectively moving through the basic conflict resolution stages (me-you-we-do)
- Positive sounding boards and avoiding group escalation

INSTRUCTOR PROFILE

Tim Nickel, M.Ed.



Tim is a private mediator, organizational consultant and trainer in Saskatoon. Graduating from the University of Saskatchewan in 1997, he has worked intensely in the conflict resolution world, first in Restorative Justice at Saskatoon Community Mediation Services, then in Private Practice as a mediator and cognitive behavioural therapist and most recently for Saskatchewan Justice, Dispute Resolution Office. Tim has worked with a wide range of clients in private, non-profit, public service and First Nations organizations. He has deep experience, including mediation work with civil litigants, workplaces, families, communities, boards of directors, executive teams and multiparty negotiators.