



## CONFLICT MANAGEMENT

This training session has been designed to teach participants the principles and techniques required to resolve conflicts in an effective manner. The approach is based on a variety of sources, mainly the research of K. W. Thomas and of R. H. Kilmann, Dean Tjosvold and Morton Deutsch.

### CONTENT

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The training session includes both theoretical discussions and practical exercises focusing on the following aspects:

- **Conflict analysis**  
The people involved / The nature of the conflict / The intensity of the situation / The cause(s) of the conflict
- **Choice of strategy**
- **Strategy implementation**  
The impact of hypotheses, reactions, communication, and feedback upon your effectiveness
- **Measuring effectiveness**  
Follow-up with the parties involved

### SPEAKER

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#### MICHEL BÉRARD, TRAINER — HELPHI SOLUTIONS INC.

Michel Bérard is a trainer with the firm Helphi Solutions Inc. He has nearly 30 years of experience in the field of training, especially in the areas of management and professional development. His innate capacities as a communicator and motivator make Mr. Bérard a catalyst for the acquisition of knowledge and skills applicable in the participant's workplace and personal life. Conflict management is among the themes that he has addressed in a number of organizations, both in the private sector and the public and parapublic systems.

### AGENDA

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8 : 45 a.m.	Word of welcome
9 : 00 a.m.	Beginning of the activity
10 : 15 a.m. to 10 : 30 a.m.	Break
12 noon	Group lunch
1 : 30 p.m.	Resumption of the activity
2 : 45 p.m. to 3 : 00 p.m.	Break
4 : 00 p.m.	Closing remarks

### PRICE *(including documentation and noon-hour meal)*

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#### MEMBER

**\$99** plus taxes (\$4.95 GST+ \$9.88 QST) ⇒ **\$113.83**

#### NON-MEMBER

**\$129** plus taxes (\$6.45 GST + \$12.87 QST) ⇒ **\$148.32**

**Register online before April 5: [www.accq.qc.ca](http://www.accq.qc.ca)**

*The ACCQ reserves the right to cancel the training session if registration is insufficient. Those registered will be reimbursed at that time.*