In the middle of difficulty, lies opportunity.
Albert Einstein

Conflict is rarely viewed in a positive light, unless we share Albert Einstein’s perspective.

Conflict is difficult whether you are directly involved or coaching those who are. It is certain to prove damaging, unless one is able to navigate a path through it. This requires focusing on opportunity rather than limitation.

The skill of reframing is core to the techniques and strategies practised in the Certificate In Managing Conflict.

In Managing and Resolving Workplace Conflict facilitator Bridget Brownlow takes participants through a conflict coaching style that seeks to find the opportunities not always obvious in a conflict situation.

Later this spring, Terry Wagar will be leading a class on Negotiation Skills Training and Michael Petitpas will be delivering a session on Third Party Neutral Training. Core to the processes in both is finding the opportunities.

Consider joining us at Saint Mary’s for conflict management training this term. You don’t need to be a Physicist to attend: only the interest in learning how to view things differently.