



“Managing Interpersonal Conflict” Workshop Series

Our three-part practical and interactive workshop series is designed to provide participants with the knowledge, tools and hands-on experience we all need to communicate more effectively in interpersonal relationships both at home and at work.

Workshop I: Introduction to Communicating Through Conflict

This workshop introduces some core concepts from the field of conflict resolution, as well as communication tools for approaching difficult interpersonal conversations.

Workshop II: Style Matters - Conflict Styles Inventory

Facilitators guide participants through the Kraybill Conflict Style Inventory, a self-assessment tool that provides suggestions on how to manage responses to conflict more effectively. (**Prerequisite:** Workshop I)

Workshop III: Conflict Communication Skills Practice

This workshop gives participants an opportunity to reflect on and practice conflict communication skills in depth through role-plays and scenarios. (**Prerequisite:** Workshop I & II)

January to May 2012 WORKSHOP SERIES SCHEDULE:

JANUARY / FEBRUARY – Edmonton Public Library, Calder Branch (12522 - 132 Ave.)

- Saturday, January 21 (from 10:00 am to 1:00 pm)
- Saturday, January 28 (from 10:00 am to 1:00 pm)
- Saturday, February 4 (from 10:00 am to 1:00 pm)

MARCH - Edmonton Public Library, Mill Woods Branch (Mill Woods Town Centre, 2331 - 66 St.)

- Tuesday, March 13 (from 6:00 to 9:00 pm)
- Tuesday, March 20 (from 6:00 to 9:00 pm)
- Tuesday, March 27 (from 6:00 to 9:00 pm)

APRIL / MAY - Oliver Community Hall (10326-118st)

- Saturday, April 21 (from 9:00 am to noon)
- Saturday, April 28 (from 9:00 am to noon)
- Saturday, May 5 (from 9:00 am to noon)

WORKSHOPS IN OTHER LANGUAGES:

SPANISH

MARCH – Edmonton Public Library – Strathcona Branch (8331 - 104 St.)

- Saturday, March 17 (10:00 am to 1:00 pm)
- Saturday, March 24 (10:00 am to 1:00 pm)
- Saturday, March 31 (10:00 am to 1:00 pm)

FEES & REGISTRATION:

- **Fee:** \$20.00 per workshop or all 3 for \$50. Workshops must be taken in sequential order.
- **Payment** must be received 48 hours prior to workshop date.
- **Registration:** <http://mrjc.ca/training-and-education/managing-interpersonal-conflict/>
or by phone: 780-423-0896 ext. 200