



COMMUNITY
WAIKATO

"Thriving Communities"

Hapori Mauriora

COMMUNITY WAIKATO
PO Box 1367, Hamilton 3240

PHONE 07 838 1583

FAX 07 957 1981

Resolving Differences and Preventing Conflict



with Stefan Doll and Diversity Institute

When two or more people come together they potentially have differences and conflicts. We often don't even know why we feel good or bad about something or someone. People with different personalities, goals and needs can learn how to work out their differences in constructive ways. Consequently, they will be less stressed, frustrated and distracted from what really matters to them.

This workshop will provide highly effective tools to gain confidence in resolving differences and preventing conflict.

- Staying calm and in control in conflicts
- Lead difficult conversations to a positive outcome
- Asking the right questions and overcoming trigger points
- The basics of non-violent communication based on Marshall Rosenberg
- Understand and appreciate individual strengths
- Apply the Resolving Differences Model©
- Help others to resolve differences and prevent conflict

Key outcomes will be

- You help others to see differences as opportunities.
- You are a positive influence on (work) relationships.
- You create a productive and positive (work) environment.

Participants will leave with an action plan and an offer of individual follow up to support their learning.

To be held: Thursday 5 March 2020 @ Community Waikato, 33 Victoria Street, Hamilton
from 9.30 – 3.00

Cost: \$110 or \$220 for non-community organisations

[Click here for online registration](#)

Parking: there is a coin only pay and display HCC carpark next door with limited parking available (\$4 per day) and a parking building round the corner in Knox Street (\$6 per day). There is a bus stop right outside the building. **Please do not** park in Community Waikato's staff parking area. If registering online is not an option for you please contact Sally, 07 8381583 or sally@communitywaikato.org.nz