



Creating a Conflict Productive Workplace

Presented by:

PEOPLE FIRST
HR SERVICES

People First HR Services is a People Corporation company

How does your workplace deal with conflicts and differences? Do you and your team have difficult conversations for effective resolution? Are conflicts buried and remain hidden to later arise as open disagreements, major impediments to productivity and harassment complaints?

In this workshop you will obtain tools and skills to not only have those difficult conversations more effectively yourself, but also coach others to have difficult conversations for resolution. This will enable you and your team to create a workplace that uses conflict productively and effectively for positive relationships to achieve results.

In these two full days of interactive learning you will:

- Develop awareness of what conflict is, its patterns, and its causes
- Create understanding of your predominant style in dealing with conflict and the style of your workplace team
- Learn key skills and methods involved in effectively resolving conflict for misunderstandings, mistakes and disagreements
- Understand the role of conflict resolution coaching and its opportunities and limitations and how it impacts productivity for you/your direct reports/colleagues
- Identify skills and tools for effective coaching of others to resolve their own conflicts
- Increase awareness of assumptions about responding to conflict as a third-party
- Increase your ability to analyze conflict situations in the role of an informal third party.

Who should attend this session? This session is useful for any individual whose responsibilities include leading others; it is particularly suited to front line managers and mid-level managers.

Questions? Call Lisa Bircham
(204) 940-3919 or email
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In order to ensure all participants achieve the objectives of the session, space is limited.



About the Presenter

Lisa Bircham

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Lisa Bircham is a seasoned consultant, facilitator, program leader and training specialist. She has over 25 years of experience in Human Resources and Organizational Development in the public, private and not for profit sectors. She is also a skilled coach and mediator. Lisa is passionate about connecting with individuals to help them develop their interpersonal and conflict resolution skills. Her program development activities have resulted in award winning workplace programs. Lisa is certified in team building solutions, accountability agreements, strategic coaching, conflict resolution and the Myers-Briggs Type Indicator®.



PHOTO CREDIT: KAREN PALMER

Lisa consults in the areas of Respectful Workplace, Harassment Prevention and Investigations, Conflict Management, Mediation, Coaching, Leadership/Management Development, Team Building and Organizational Climate/Culture.

About People First

People First's vision is to be the most trusted provider of people solutions to Canadian business. Founded in 2000 in Winnipeg, the firm has grown to be one of the most respected human resource consulting firms in Manitoba, Saskatchewan and Northwestern Ontario.

We contribute substantially to the success of our clients by working with them to: recruit top talent; discover the full potential of each of their employees; maximize the collective strength of a highly-engaged workforce and assist in the exiting process when it's time to part ways.

We leverage the experience base of the firm and the efficiency of our processes to deliver workable and timely solutions that deliver great value for our clients. To learn more about People First visit us at www.peoplefirstthr.com.

