



STRATEGIES FOR REDUCING CONFLICTS AT WORK

13 May 2016

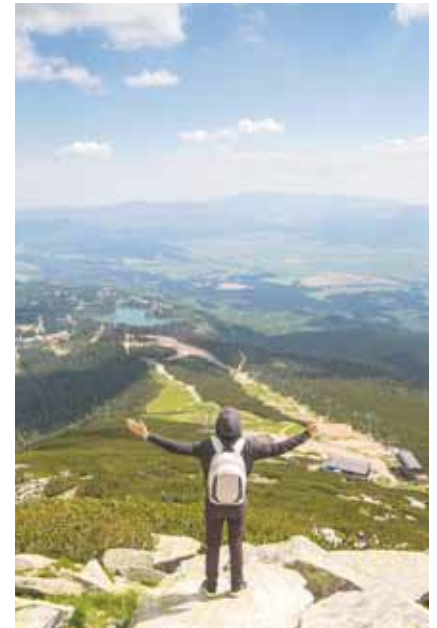
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Strategies for Reducing Conflicts at Work

*“Conflict cannot be avoided,
but it can be minimised and resolved.”*

Conflict in the workplace is inevitable. It has key effects on productivity, decision making and retention etc. **Resolving conflict** in a positive manner can lead to much-improved professional and personal relationships. Mastering a few fundamental conflict resolution skills can enable you to become a better leader, decision-maker and co-worker. **Conflict resolution** can save relationships, time and resources, while improving productivity and helping move projects forward towards completion. This workshop explores strategies for resolving or managing interpersonal conflicts in workplace. Participants will learn about alternative approaches and focus on the application of collaborative, win-win techniques to deal with conflict situations.



Speaker



Ms. MJ Jennings
Director
Training & Executive Coaching

Ms. MJ Jennings has built a sound reputation as an entrepreneur, training and executive coach in her own business, based in Hong Kong with office in Singapore serving multi-national clients. She specialises in Communication and is able to apply her business acumen, leadership and facilitation skills, mentoring both teams and individuals at all levels in the art of effective presentation and communication skills. Her approach is to develop communication, behaviour and performance skills for individuals and teams that are reflected in success.

MJ has considerable experience in the executive coaching, working with people at all levels of an organisation. Over the past 10 years, she has delivered training across Asia, promoting equality and diversity in the organisation. MJ was awarded 'Woman of the Year' in Hong Kong as part of the Women's Forum in 2006.

MJ has a well-rounded approach to working within any corporate, government or professional scene and knows what is required to motivate people, to get the best from their performance and personality, to drive success for both genders. Through her experience across business globally, she leverages her extensive cultural awareness to help numerous executives from a wide range of leading organisations become more successful.

Programme Objectives

The objective is to generate understanding on how conflict situations impact our thinking, emotions and behaviour and to learn how to adopt natural preferences and proven styles for dealing with conflicts.

Upon completion of the programme, participants are expected to achieve the following outcomes:-

- Develop alternative approaches to deal with conflict situations;
- Understand own preferences and style for dealing with conflicts;
- Have a deeper awareness of the other persons' needs or motives;
- Appreciate a range of conflict handling styles and approaches they can apply;
- Learn how to be more effective at dealing with a range of conflict type scenarios; and
- Practice what they have learnt.

Programme Structure

- Welcome, Introduction & Expectations
- Understanding conflicts at work
 - Self style and reaction
 - Thinking
 - Emotions
 - Behaviour
- Thomas Kilmann Conflict Styles
 - Quiz
 - Assertive Vs Cooperation
- Preparations for effective conversations
 - Role plays and practice
- Q & A
- Review of Takeaways and Concluding Remarks

Registration & Enquiry



A completed registration form with cheque payable to "The Hong Kong Polytechnic University" should be sent to IAEE on or before **29 Apr 2016 (Fri)**. Spaces are limited, registration will be accepted on first-come-first-served basis.



Date: 13 May 2016 (Fri)
Time: 9:30 am - 12:30 pm
Venue: PolyU campus
Fees: HK\$3,000 per person
(Refreshment is included)

Tel: (852) 3400 8476
Email: iaee.enquiry@polyu.edu.hk
Website: www.polyu.edu.hk/iaee
Address: GH267, GH Podium Annexe,
The Hong Kong Polytechnic University,
Hung Hom, Kowloon

Special Offers!

INSTITUTE OF ADVANCED EXECUTIVE EDUCATION

The Institute of Advanced Executive Education (IAEE) at The Hong Kong Polytechnic University (PolyU) is *Your Learning Vista for Dynamic Transformation*. Established in January 2011, IAEE develops advanced executive education and provides interdisciplinary courses. We embrace PolyU's promise of "Opening Minds · Shaping the Future" in designing programmes for senior executives, organisations and business professionals.

The Institute draws on PolyU's strengths to offer interdisciplinary executive education programmes in niche areas. Through our programmes, senior executives develop innovative thinking, enhance their leadership skills for strategic and operational excellence.

Advanced Executive Education is one of the four priorities set by the President of PolyU, Professor Timothy W. Tong, in his Inaugural Address in 2009. Led by Mrs Georgina Chan, Director of Institute of Advanced Executive Education, IAEE aims to enhance the University's reputation and connections with the private, public and professional sectors locally, nationally and globally. Mrs Chan possesses senior management experience with strategic development capabilities, extensive knowledge and skills in education and training gained locally and overseas. Prior to joining The Hong Kong Polytechnic University, Mrs Chan had held senior positions with two prestigious professional accountancy bodies, Institute of Singapore Chartered Accountants and the Hong Kong Institute of Certified Public Accountants (CPAs).

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"Staying F.O.C.U.S.E.D."

21 June 2016 (Tue)
9:30 am - 5:00 pm



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Enjoy 10% discount for registrations of any two of the IAEE Senior Executives Series programmes.

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Talk to us to learn about the wide array of programmes on offer and tailor a combo that best suits your needs.

BESPOKE PROGRAMMES

We work collaboratively with our clients to identify and understand their company needs, helping them develop strategic business solutions that address the unique challenges they face. The format, framework, content, duration and methodologies of each programme are completely customisable. Developed and delivered by leading professors and experts in the field, our customised programmes inspire, enrich and empower participants, leading to significant outcomes for their organisations.

OPEN PROGRAMMES

IAEE has developed a portfolio of executive education programmes that offer senior executives and business professionals flexible learning in the development of their careers. All our programmes help participants acquire strategies and techniques to transfer what they learn back to their organisations. As a participant you will be inspired by our faculty members and reputable speakers, who are renowned for their ability to offer cutting-edge insights to senior executives and professionals at all levels. They will engage, challenge and equip you with knowledge, skills and expertise that will place you ahead of your peers.

AWARD-BEARING PROGRAMMES

IAEE is committed to providing a range of interdisciplinary award-bearing programmes that offer senior executives the advanced knowledge and new perspectives they need to spearhead their careers and fine-tune the competitive advantages of their organisations. Delivered by world-class faculties and leading practitioners, the programmes immerse participants in a learning culture that will have a life-long impact.

Presenting Beyond Text and Numbers

"Powerful Presentations of Business
Proposals and Financials – the CEO Way"

7 July 2016 (Thu)
9:30 am - 5:00 pm



CONTACT US

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