

PRESENTS
CONFLICT RESOLUTION





TRAINING:

CONFLICT RESOLUTION

Edward Deming, the father of quality management, has said that people can face almost any problem except the problem of people. They can work long hours, face declining business, even the loss of a job, but they can't deal with the difficult people in their lives. This training will help you identify some of the ways you may be contributing to these problems and give you some strategies you can adopt, at work and in your personal life.

Ø **How will you benefit?**

- Recognize how your own attitudes and actions impact others.
- Find new and effective techniques for managing negative emotions.
- Develop coping strategies for dealing with difficult people and situations.
- Identify those times when you have the right to walk away from a difficult situation.
- Learn some techniques for managing and dealing with anger.

Ø **What will you cover?**

- Interactions with others
- Reciprocal relationships
- Dealing with change
- The five-step process
- Managing your anger
- Managing other people's anger
- Why don't people do what they are supposed to?
- Causes of difficult behavior
- De-stress options

Ø **Who is the trainer?**

Drs. Lilah Maduro-Wever is a NIP-registered psychologist experienced in treating i.e. job reintegration, stress, burnout, drugs- and relationship problems on Aruba. She has worked as a trainer/therapist at Buro Arends, GGZ-Midden Brabant, and Centro Dakota and therefore, knows the psychological problems that are common to Aruba. She has successfully acquired a university degree in Social & Organization Psychology in 1999 in Leiden and a university degree in Clinical He: 2004 in Tilburg.

Ø **Training dates:**

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| Meeting 1: | May 20 th , | 2010 |
| Meeting 2: | May 27 th , | 2010 |
| Meeting 3: | June 3 rd , | 2010 |
| Meeting 4: | June 10 th , | 2010 |

Price:

Afl. 710*,-/person

Location:

To be announced

Time: 18.30-21.00

Ø **Number of participants**

To have effective participation from all participants, the training insists on a minimum of 8 participants and a maximum of 15 participants.

*Ask for our group discounts

