St. Lawrence College

CORPORATE LEARNING & PERFORMANCE IMPROVEMENT

Strategic learning for real results.

Dispute and Conflict Resolution

This streamlined course offers an introduction to the core ideals of dispute and conflict resolution, as well as the tools to apply during the process.

Corporate Learning and Performance Improvement's practical approach to dispute and conflict resolution covers these topics:

- How to understand the conflict dynamic, how it starts and why it escalates
- The application of a simple tool for diagnosing different types of conflict, and what to do to resolve conflict
- Ways in which you can work effectively with the key motivators people have in conflict situations
- How to understand and apply an effective tool for achieving a deeper understanding of the key motivators and interests that people have in conflict
- Utilize core skills such as LEAP to deescalate conflict and reach resolution

Who Should Take This Course?

- Managers
- Labour Relations Managers
- Human Resources Personnel
- Training and Employee Communication Specialists
- Mediators
- Front Line Employees

See our program schedule online contact us to discuss how this content can be customized and delivered for your organization.

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John Curtis
Facilitator, Dispute and Conflict Resolution

John's career has been anything but conventional, although successful in multiple dimensions. With degrees in Philosophy (90) and Law (95), both from Queen's University, he practiced civil litigation for a number of years and also represented Canada at the 2004 Olympic Games in Sailing.

After two years in the practice of law, it became clear for John that mediation was frequently a much better way to manage conflict than the traditional legal approach. He has been mediating and teaching in the field of alternative dispute resolution since 1998.

Combining his skills as a lawyer, mediator, facilitator and conflict coach with the discipline, dedication and passion that established him as an Olympian, John now helps organizations enhance their own success through training, mediation, and conflict coaching.