



One Day Training Course: Understanding Conflict Dynamics

This course is designed by Amicus Mediation Ltd as an introduction to understanding the dynamics that occur when people are in conflict with each other. The course will focus primarily on each participant's own Conflict Dynamics Profile (CDP). As a participant you will be able to access and use this self reporting mechanism, to discover your own unique style of handling conflict.

By understanding our own CDP, we begin to understand the specific components of interpersonal conflict and how we can better manage conflict more constructively. The CDP was developed by the Centre for Conflict Dynamics, Eckerd College, Florida, USA.

Course **content** includes:

- the nature of interpersonal conflict
- the Conflict Dynamics Profile of participants
- constructive conflict management skills

The course **methodology** reflects adult learning principles which respect the previous learning, experience and expertise of the participants. It includes:

- Discussion
- Shared learning exercises
- Presentations
- Skill building role plays
- Simulations
- Self Reflection

Course **outcomes**:

- an understanding of interpersonal conflict dynamics
- an individual online assessment and feedback report of each individual's unique conflict profile
- enhanced awareness of effective conflict management skills

Course participants:

This course will be of benefit to leaders, managers, mediators, conflict coaches and other conflict management professionals who want to enhance their awareness and understanding of the principles of effective interpersonal conflict management.

Venue: Glandore Business Centre, Fitzwilliam Hall, Fitzwilliam Place, Dublin 2
(Beside Leeson Street bridge)

Date: 10th December 2010

Cost: €237 (Including online CDP assessment and report)

Booking: Places are limited and guaranteed by payment.

Course Trainers: Mary Lou O’Kennedy and Phil O’Hehir

MARY LOU is a director of Amicus Mediation Ltd. She is a licensed certified user of the Conflict Dynamics Profile (CDP) instrument. She is also a CINERGY™ certified coach, mentor and trainer and a professional mediator. She is Chairperson of the Education Committee of the Mediator’s Institute of Ireland. Mary Lou is an experienced user of the (CDP) which she uses in her mediation and private conflict management coaching practice.

PHIL is a director of Amicus Mediation Ltd. She is also a CINERGY™ certified coach and mentor and a full time accredited mediator. Formally a practicing solicitor, Phil is a member of the Law Society of Ireland. She is an experienced user of the CDP and values its practical application as an effective tool for enhancing clients’ awareness and application of constructive conflict management skills.

To book or obtain further information, contact: Mary Lou O’Kennedy at 051 420405, email: marylou.okennedy@amicus.ie, or Phil O’Hehir at 01 2544012, email: phil.ohehir@amicus.ie or see our website at www.amicus.ie