



**Certified
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Association of
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“Conflict Resolution & Principled Negotiation” (2 – ½ Day Seminars)

Presented by Gord Gibben, PMP

**** REGISTRATION FORM ****

Date: Tuesday, February 13, 2018

Time: 8:30 a.m. to 3:30 p.m.

Location: Victoria Inn, 1808 Wellington Avenue, Winnipeg

Contact Person: _____ Title: _____
(C.E.T./C.Tech./Assoc.)

Company Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Phone: _____ Fax: _____ E-Mail: _____

List Additional Names If Required Here:

1. _____

2. _____

Payable by: Cash, Cheque (make cheque payable to CTTAM) or Credit Card

Method of Payment: Cheque Visa MasterCard

Number of Registrations: _____ @ \$175.00 each Total Amount: _____

Credit Card Number: _____ Expiry Date: _____

Signature: _____

*****NOTE: Please contact the office if you have any allergies as lunch will be provided*****

Please mail or fax the registration form to:

**Administrative Assistant
CTTAM
602-1661 Portage Avenue
Winnipeg, MB R3J 3T7**

**Tel: 204-784-1082
Fax: 204-784-1084
E-Mail: admin@cttam.com**

Gord Gibben, PMP

Gord is a Project Management Professional (PMP) with over 30 years of project management and business analysis experience. His broad and extensive experience includes large-scale projects, enterprise applications, infrastructure upgrades and the management of Project Management Offices. A recognized expert in project management soft skills, Gord is the owner and lead instructor for GPM Training Solutions specializing in project management and business analysis training for corporate and academic clients and PMI Professional Development conferences. In addition, Gord is the author of The Electronic Project (EPO) – an integrated suite of templates, e-Books and training material supporting project, program and portfolio management.

Conflict Resolution Overview

This one half day seminar focuses on collaborative conflict resolution strategies through a combination of lecture and role play exercises.

Upon completion, attendees will be able to:

- Define sources and levels of conflict in the workplace
- Describe the advantages and disadvantages of five conflict resolution styles
- Apply the appropriate conflict resolution style
- Use professional escalation techniques when the conflict cannot be resolved

Principled Negotiation Overview

Professionals negotiate on a daily basis. Traditional negotiation techniques often result in:

- Unwise agreements (or no agreement at all!)
- Damaged relationships
- Inefficient use of valuable resources and time.

There is an alternative: principled (often called collaborative) negotiation. This one half day seminar focuses on principled negotiation techniques through a combination of lecture and role play exercises.

Upon completion, attendees will be able to:

1. Distinguish between positional negotiation and principled negotiation
2. Apply the four principles of negotiation to reach a collaborative agreement
3. Use strategies to surmount obstacles presented by obstinate negotiators.