



**BOND  
UNIVERSITY**  
DISPUTE RESOLUTION CENTRE

# Confronting Conversations — Dealing with Conflict

## Confronting Conversations—Dealing with Conflict 1.5 days

People often respond to conflict situations by disengaging or engaging in a way that is not constructive. **The Dealing with Conflict** workshop is designed to help participants deal more effectively with these situations.

**This workshop provides tools to identify the mechanisms that influence thoughts and emotions, techniques to deal with emotions such as distress, fear and anger, tips on how to feel more confident in conversations that seem not constructive and skills to get such conversation back on track.**

Participants practice new skills in real-life scenarios identified by the group. We use the technique of ‘real play’ on day 2 in which participants use the tool and then play themselves in familiar scenes. Participants try the strategies with feedback and coaching.

**The Learning goals:** Having effective and constructive conversations in the shadow of confrontation:

- **Understand the biology of confrontation**
- **Preparation as a key**
- **Tools for checking perception and creating a safe environment**
- **Asking questions effectively**
- **A road map for the conversation.**

**28, 29 July 2009  
Bond University**

**\$990.00**

### SHIRLI KIRSCHNER—PRINCIPAL OF RESOLVE ADVISORS

Shirli has been a full-time dispute resolution practitioner since founding Resolve in 1996. Shirli is on the Law Society and LEADR advanced panel of mediators. She is currently the dispute resolution adviser for the National Electricity Market and the Victorian Gas market as well as having an extensive practice as a mediator, facilitator and trainer.

She has led training programs in every State in Australia as well as Japan, Israel, Singapore and the USA. Shirli has a law degree, a Bachelor of Arts and a Diploma in Education.

### DAVID BRYSON—MEDIATOR, FACILITATOR, TRAINER AND COACH

David Bryson is an Alternative Dispute Resolution (ADR) consultant who has over 20 years of experience as a workplace facilitator, mediator, conciliator, trainer, dispute resolution adviser and coach. David holds a Ministerial appointment as a Conciliator with the Victorian Accident Compensation Conciliation Service.

David’s academic background includes postgraduate degrees from Oxford University (Social Anthropology), and RMIT University, Melbourne (Business Studies-Organisational Change). David was a member of NADRAC and Assistant Commissioner for Equal Opportunity in Victoria.

“I enjoyed the course and gained new skills. It provides a framework for resolving difficult conflict.”

“The six step process for resolving conflict is a vital tool that would assist us in achieving a more cohesive workplace.”

“This course has enlightened me on the best ways to have difficult conversations, and has provided me with confidence to carry a difficult conversation.”

“This is a course that really can assist both for your personal life and work life. The theory is not dry but so interesting and sets up a background to why conflicts occur. It is also great to have a facilitator who is really switched on and engaging.”

**Bond University Dispute  
Resolution Centre**



**Enquiries**

Dispute Resolution Centre  
Faculty of Law  
BOND UNIVERSITY Q 4229  
Phone: 07 55952039  
Fax: 07 5595 2036  
E-mail: [drc@bond.edu.au](mailto:drc@bond.edu.au)  
Web: <http://www.bond.edu.au/study-areas/law/centres/drc/>



REGISTRATION FORM

Confronting Conversations
28, 29 July 2009

TAX INVOICE

This document will be a tax invoice for GST when you make payment, please ensure you retain the original copy.

Dispute Resolution Centre
Bond University
Faculty of Law
Bond University Q 4229
Fax: (07) 5595 2036
(ABN 88 010 694 121)

Document Date \_\_\_\_\_

Name: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

Preferred Name on Certificate: \_\_\_\_\_

Email: \_\_\_\_\_

Fee: \$990.00

I enclose a cheque payable to Bond University - or - please debit my credit card - amount \$ \_\_\_\_\_

AMEX Visa MasterCard Bankcard

Table with 15 empty cells for card details

Name on credit card: \_\_\_\_\_

Cardholder's signature: \_\_\_\_\_

Expiry Date: \_\_\_\_ / \_\_\_\_

Office Use Only:

Forward to Cashier: \_\_\_\_\_ Cost Centre: 1 D \_\_\_\_\_ 602202 (c)

CANCELLATION

There is a restriction on numbers at all Dispute Resolution Centre training workshops. Most courses are filled quickly. Registrations are accepted only if and when payment is actually received. The Centre reserves the right to cancel courses where there are insufficient enrolments. A 50% cancellation fee will be applied when participants cancel workshop reservations fewer than 15 business days prior to the beginning of a workshop. If 5 working days or less is given, then no refund will be given. If a course is altered, cancelled, or attendance quotas changed, DRC cannot be responsible for non-refundable travel and accommodation arrangements.