



DATES

October 24 - 25, 2019
Thursday - Friday
9:30 am - 5:30 pm

PROGRAM FEE

Php 11,800.00 (Early Eagle Rate until Oct. 10)
Php 12,800.00 (Regular Rate)

HOW TO REGISTER Online

www.cce.ateneo.edu

Email

sales.cce@ateneo.edu

Call

+63(2)830.2041

Schedules and prices may change without prior notice.

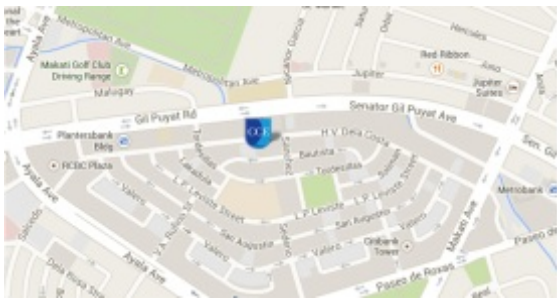
The Art of Conflict Transformation

Package inclusions:

- Program fee
- Training kit
- AM/PM snacks
- Lunch
- Certificate of course completion
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Venue:

Ateneo de Manila University - Salcedo Campus
3/F Ateneo Professional Schools Bldg.,
130 H.V. Dela Costa St., Salcedo Village,
Makati City, Philippines



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July 11, 2019



ATENEO DE MANILA UNIVERSITY
GRADUATE SCHOOL OF BUSINESS



leadership and management

The Art of Conflict Transformation

October 24 - 25, 2019

 CENTER FOR CONTINUING EDUCATION

“When there is trust, conflict becomes nothing but the pursuit of truth, an attempt to find the best possible answer.” - Patrick Lencioni

This program uncovers a deeper awareness of what conflict is as well as its underlying opportunities. It introduces the concept of conflict transformation and how it differs from conflict resolution, management, and prevention. It shows how conflict offers opportunities for constructive change, and explores different tools and methods for engaging conflict constructively. Participants will benefit from the practical techniques and transferable information offered throughout this two-day journey.

The Art of Conflict Transformation

objective

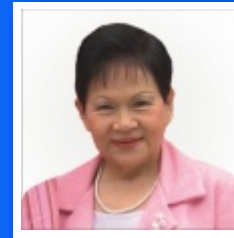
The goal of this program is to empower participants to recognize and transform conflict in relationships, institutions, and organizations by facilitating a perspective that is insightful and competent in creating change for people whose culture, philosophy, gender, abilities, age, socio-economic status are a damaging source of conflict.

who should attend

Business professionals who want to expand their conflict management skills, understand their own emotions and behaviors when addressing conflict, and find productive ways to transform conflict



resource person



MARIA SOCORRO (BABY) P. JAMIAS is a Gallup-Certified Strengths Coach, a learning and development facilitator, and a capability-building consultant. She also has a Certificate in Organization Development from the Ateneo Human Resources Center. She works with the academe, government, various businesses, and other private organizations. Her expertise includes performance improvement, talent management, professional skills development, and leadership and management training.

Ms. Jamias was a faculty member of Far Eastern University, University of Sto. Tomas, Maryknoll (now Miriam) College, St. Joseph's College, and Ateneo de Manila.

She completed her Master of Arts degree in Linguistics at the Ateneo de Manila University. She likewise took graduate studies in Education, Drama, and Speech at the University of the Philippines, University of Sto. Tomas, and Ateneo de Manila University respectively.

Currently, she is Program Director of the Happiness at Work Series and the Communication Excellence Series of the Ateneo Center for Continuing Education.

program content

I. Developing Deeper Conflict Awareness

- A. Attitudes, perceptions, and orientations
- B. The conflict styles
- C. Identifying and understanding your own conflict behavior
- D. Underlying opportunities for change and growth

II. The Concept of Conflict Transformation

- A. Conflict resolution, management, and prevention
- B. Foundations of a transformational perspective
- C. Opportunities for constructive change
- D. Transforming conflict into win-win solutions

III. Transformation and Reconciliation

- A. Moving beyond “conflict resolution”
- B. How trust is lost and how it’s reestablished
- C. Engaging conflict constructively
- D. Becoming solution-focused not problem-focused
- E. Reconciliation measures

IV. Strategies for Dealing with Conflict

- A. Inclusiveness and relationship building
- B. Honest communication
- C. Listening to understand; not to agree or disagree
- D. Coping with resistance
- E. Generating and implementing goal-oriented alternatives