



ATENEUM DE MANILA UNIVERSITY
GRADUATE SCHOOL OF BUSINESS
CENTER FOR CONTINUING EDUCATION



Leadership and Management

ONLINE PROGRAM

CONFLICT TRANSFORMATION IN THE NEW REALITY

November 8, 9, 11, & 12, 2021 | via ZOOM



CONTENT

About AGSB-CCE

Who Should Attend?

Objectives

Program Content

Resource Person

Program Inclusions and Fees

ABOUT AGSB-CCE

The Ateneo Graduate School of Business - Center for Continuing Education (AGSB-CCE) was established to complement the existing Ateneo-BAP Institute of Banking, a consortium between the Ateneo de Manila University and the Bankers Association of the Philippines. It was initially known as the Basic Leadership Program (BLP) until the name was changed to Continuing Professional Education (CPE) and then finally, to Center for Continuing Education (CCE).

Under AGBS, CCE takes an active role in addressing specific industry concerns that require immediate, purposeful, and focused response. As an industry resource and partner, CCE offers continuing professional development programs that are workplace-based with immediate take-away value. Methodologies are based on business simulation, practical exercises and applications, case analyses, and focused discussions. Courses are designed, developed and delivered by industry practitioners who are noted experts in their respective fields. Together, AGBS and CCE support the Ateneo mission to promote excellence, integrity and service.



WHO SHOULD ATTEND?

This program is for career men and women, professionals, people in management and leadership who want to expand their conflict-handling skills, understand their own emotions and behaviors when addressing conflict, and find productive ways to transform conflict.

OBJECTIVES

Successful completion of this module enables the participant to:

- ➔ Develop a positive orientation toward conflict;
- ➔ Build right relationships and structures through a respect for personal rights and nonviolence as a way of life; and
- ➔ Recognize and transform conflict constructively

CONFLICT TRANSFORMATION IN THE NEW REALITY

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

Dealing with conflict is a challenge under normal times.

The new reality has made it even more of a challenge. We are experiencing significant change around us as we work to identify new norms. Stress levels have become higher and difficult emotions seem to surface more readily. This not only leads to more conflicts; it leads to more unresolved conflicts.

New ways to deal with and navigate conflicts are needed to lead ourselves and others through our current challenges as well as in the coming months.

This program reframes the way in which conflict is handled. It focuses on the concept of conflict transformation and shows how this differs from, and goes beyond, conflict resolution and management. Largely, the emphasis has been on conflict resolution and conflict management methods, which focus on reducing or defusing outbreaks of animosity.

On the other hand, conflict transformation addresses root causes, restores interpersonal relationships, deals with value-based dimensions and constructive change initiatives. It is not only an approach or a tool but primarily a mindset.

Through this program, dealing with conflict becomes an opportunity instead of being a challenge.

PROGRAM OUTLINE

I. Warm Up

- A. Attitudes, perceptions, orientations
- B. The conflict-handling modes
- C. Understanding conflict patterns: Yours and others'
- D. Interpersonal conflict

II. The Concepts

- A. Conflict resolution, management, and prevention
- B. A transformational perspective
- C. Constructive change

III. Moving Beyond Conflict

- A. Resolution and transformation
- B. Trust lost and reestablished
- C. Solution-focus vs. problem-focus
- D. Workplace empathy

IV. Future Reference

- A. Where are we headed?
- B. Why do we do this?
- C. What are we hoping to contribute and build?

RESOURCE PERSON



**MS. MA. SOCORRO
"BABY" P. JAMIAS**

Ms. Ma. Socorro "Baby" P. Jamias is a Gallup-Certified Strengths Coach, a learning and development facilitator, and a capability-building consultant. She works with the academe, government, various businesses, and diverse private organizations. Her expertise includes start-ups, people-skills development, performance improvement, talent management, leadership and managerial centering.

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 has a Certificate in Organization Development from the Ateneo Human Resources Center. 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.

CONFLICT TRANSFORMATION IN THE NEW REALITY

PROGRAM DETAILS

November 8, 9, 11, & 12, 2021
(Monday, Tuesday, Thursday, Friday)
2:00 pm - 4:30 pm
via **ZOOM**

PROGRAM FEE

Php 10,000.00 (*Early Eagle Rate until October 25*)
Php 11,000.00 (*Regular Rate*)

**Schedules and prices may change without prior notice.*

INCLUSIONS

- Digital copies of the materials can be accessed through AteneoBlueCloud (Canvas LMS)
- Digital Certificate of Course Completion

REGISTER NOW!

Mr. Rhonn Preciados
(+63) 961 751 1334
rpreciados@ateneo.edu
sales.cce@ateneo.edu

SCAN CODE
TO REGISTER



Experience
EXCELLENCE