Turning Conflict into Collaboration

27 Mar 2015 (Fri) 9:00am – 5:00pm
14/F, Fairmont House,
8 Cotton Tree Drive, Central, H.K.
$3,000.00 (include tea/coffee refreshment)

Supervisors spend more than 25% of their time on conflict management, and managers spend more than 18% of their time on relational employee conflicts. This has doubled since the 1980s as a result of “the growing complexity of organizations, use of teams and group decision making, and globalization.” (Lang, M. (2009).

Through individual exercises, group discussions, game, role-play and action plan, participants will learn how to diagnose the sources of conflict, select the appropriate conflict management strategy and manage interpersonal confrontations

* This workshop is facilitated in Cantonese *

Shirley Ng
Director of Coach Infinity Company

Shirley has been in training and development field for more than 20 years. Working in hotel, finance institutions, property agencies, entertainment and construction sectors provides her a wide spectrum of training experience. Her clients include AC Nielsen, American International Assurance Company (Bermuda) Limited, Customs & Excise Department of The Government of the Hong Kong Special Administrative Region, Dairy Farm International Holding Ltd., EGL Tours Company Limited., Gammon Construction Ltd., Home Retail Group (Asia) Ltd., Hong Kong CSL Limited, Leighton - Able Joint Venture, Marks and Spencer Plc, McDonald’s Restaurants (Hong Kong) Ltd., Savills Property Management Ltd., Synergis Holding Ltd., The Hong Kong and China Gas Company Limited, Volkswagen Hong Kong Ltd., Warnaco Asia Ltd. (Calvin Klein), Zurich Insurance Company...etc. She is also a seasonal trainer of Hong Kong General Chamber of Commerce, Hong Kong Institute of Human Resources Management, Hong Kong Management Association, and School of Continuing Education of Hong Kong Baptist University.

Content:

- The trend of managing conflict in the 21st Century
- The 4 sources of conflicts
- Five conflict management approaches
- Dealing with challenging situations in interpersonal confrontations

Enrolment Deadline
13 Mar 2015
# Turning Conflict into Collaboration

**FULL PAYMENT MUST BE MADE AT LEAST 14 DAYS BEFORE THE EVENT.**

Enquiry: Shirley Ng ☎️ 2150 1985 ✉️ shirley.ng@coach-infinity.com.hk

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Name of attendee *(please print clearly)*: | Position: | Email: |

Payment by cheque: HK$ *(payable to Coach Infinity Company)*  
Please write down **Your Full Name** at the back of the cheque & send by mail to Shirley Ng, Coach Infinity Co., 2912, Tower 2, Times Square, 1 Matheson Street, Causeway Bay, H.K

Direct payment to the following Bank of China A/C: 012 882 1 047801 6 *(please fax the payment slip to Shirley Ng at 3007 1350)*

**TERMS & CONDITIONS:**

All booking forms received are **CONFIRMED** bookings and on a first-come-first-served basis. Unless event is cancelled by Coach Infinity Company, all payment received are non-refundable and NO-SHOWS will be charged full payment. Substitution will be accepted. Payment can be refunded if cancellation is submitted in writing at least **FOURTEEN (14) days** before the event, and the refund amount is subject to a 5% or HK$100 deduction as handling charge, whichever is higher. Cancellation made less than **FOURTEEN (14) days** is not entitled to any refund.