



Conflict Resolution Workshop

Course Description

Sophisticated conflict resolution, communication and negotiation skills are critical to any successful architect's practice. This full day workshop offers participants an experiential forum to practice and develop these skills, through interaction in a live simulation developed with "standardized disputants", and facilitated group discussion. The simulated scenario creates the depth and complexity of real situations of conflict and dispute while providing a safe environment for participants to practice expertise, develop communication skills, hone judgment, and explore the dynamic interaction between parties in conflict.

Learning objectives

- Explore a realistic, dynamic and complex conflict scenario;
- Reflect on the professional and interpersonal issues the scenario raises;
- Develop effective communication techniques and strategies for conflict situations;
- Experience the use of standardized disputants as a tool in teaching conflict resolution for architects

Course Date: Saturday, November 28, 2009 8:30 am - 4:00 pm

**7.5 CORE
learning hours**

Location Capital Hill Hotel & Suites ([map](#))
88 Albert Street
Ottawa, ON K1P 5E9
Phone: (613) 235-1413

Registration Deadline November 20, 2009

The OAA reserves the right to cancel courses due to unavailability of speakers or insufficient enrolment. Should a course be cancelled, a full refund will be provided.

Name _____
OAA Licence Number _____
Telephone (_____) _____
Special Diet Needs _____

Firm _____
AIA Licence Number _____
Email _____
Other Special Needs _____

Registration Fees

Includes breakfast, lunch and refreshments.

For OAA members
\$300.00 + 5% GST = \$315.00 _____

For Non- OAA members
\$375.00 + 5% GST = \$393.75 _____

Payment / Fax to 416 449 5756

Visa _____ MasterCard _____

Card Number _____

Expiry Date _____ CVV _____

Signature _____

Cheque _____ Cheque mailed ____/____/____

Priority will be given to OAA Members

Please mail cheques to:

Continuing Education Program
Ontario Association of Architects
111 Moatfield Drive, Toronto, ON M3B 3L6

Cheque payable to: Ontario Association of Architects. Cheques must be received **3 days before session**. Registration for programs will be processed **with payment only**. An individual will not be officially registered without receipt of payment. A full refund, less a \$25.00 plus GST administrative fee, will be provided to program registrants who cancel up to 48 hours prior to the program. Less than 48 hours to the program **substitutions only** are welcome.