



PARKS AND RECREATION ONTARIO
Celebrating 20 Years

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PARKS AND RECREATION ONTARIO MANAGEMENT WORKSHOP SERIES

CONFLICT RESOLUTION | DEALING WITH DIFFICULT PEOPLE | MANAGEMENT AND SUPERVISION - THE CRUCIAL SKILLS

Dovercourt Recreation Association (McKellar Park Fieldhouse) - 539 Wavell Ave, Ottawa, ON

Dealing with Difficult People

DAY 1 - TUESDAY, JANUARY 27, 2015 REGISTRATION DEADLINE: JANUARY 20, 2015



Everyone encounters difficult people on a regular basis and typically conversations with them leave people feeling frustrated, stressed, angry and tired. This workshop will analyze what is happening in those exchanges and demonstrate how people can adapt their strategies to bring about more productive conversations with those they find difficult. The effect of intervention styles will be explored, in particular, how different styles interact with each other. Participants will also learn how to change their interactions with difficult people in order to influence their behaviour, resulting in more positive outcomes.

Conflict Resolution Skills

DAY 2 - WEDNESDAY, APRIL 15, 2015 REGISTRATION DEADLINE: MARCH 31, 2015



Conflict has many sources, including disagreements, stress, personality differences and differences of opinions. While the results of conflict impact us individually, it also often has negative effects on the performance of groups. Many conflicts would not spiral out of control if people used conflict resolution techniques that are easy to learn and utilize. This workshop will teach participants to understand the dynamics of conflict and equip them with the skills needed to respond confidently when faced with situations of conflict.

Management and Supervision

DAY 3 - TUESDAY, SEPTEMBER 15, 2015 REGISTRATION DEADLINE: SEPTEMBER 1, 2015



One of the most difficult and often overlooked aspects of moving into a supervisory or management position is developing the skills necessary to truly manage people. Like all skills, management skills must be learned. This workshop presents the crucial skills for managing employment relationships from beginning to end, with particular focus placed on hiring and performance management. Both new and existing supervisors/managers will find this workshop useful as they work on developing skills for managing people.

About the presenter



Each presentation will be led by a certified Achieve Training Centre trainer. These presenters are not only specialists in their field, but also dynamic speakers who deliver content-oriented presentations that are both engaging and informative. Their primary focus is on providing training and services that promote leadership and enhance organizational performance.

prontario.org | pro@prontario.org | 416-426-7142 | 1 Concorde Gate, Suite 302, Toronto, ON M3C 3N6

REGISTRATION FORM

MANAGEMENT WORKSHOP SERIES

PLEASE PRINT (USING BLACK INK) AND COMPLETE IN FULL. EITHER TYPE, SAVE AND EMAIL YOUR REGISTRATION FORM, OR PRINT AND FAX IT. SEE CONTACT INFORMATION BELOW.

Name _____ Position _____

Employer/Organization _____

Address _____ City _____ Postal Code _____

Tel _____ E-mail _____

Do you have any dietary restrictions or special needs? YES NO

If YES, please specify: _____

PLEASE NOTE THAT ANY PHOTOS OR VIDEOS TAKEN DURING PRO-SANCTIONED EVENTS MAY BE USED BY PRO FOR PROMOTION PURPOSES (BROCHURES, PUBLICATIONS, AND WEB-BASED MEDIA). PARTICIPANTS ARE REMINDED OF THIS CONDITION OF REGISTRATION AND PRO APPRECIATES AND RECOGNIZES THIS CONSENT OF USE.

Please check if you do not wish to receive further notices about professional development events and/or information.

I AM REGISTERING FOR

DAY 1

DAY 2

DAY 3

PRO MEMBER

1 DAY \$219.00

GROUP MEMBER FULL DAY \$199.00

2 DAYS \$395.00

2 DAYS GROUP (3 OR MORE) \$359.00

3 DAYS \$575.00

3 DAYS GROUP (3 OR MORE) \$515.00

PRO NON-MEMBER

1 DAY \$259.00

GROUP MEMBER FULL DAY \$239.00

2 DAYS \$465.00

2 DAYS GROUP (3 OR MORE) \$429.00

3 DAYS \$660.00

3 DAYS GROUP (3 OR MORE) \$609.00

RATES DO NOT INCLUDE HST

ALL PARTICIPANTS WILL RECEIVE: LUNCH • RESOURCE • CERTIFICATE OF PARTICIPATION

PAYMENT

Payment Address: Same as above, if not, please fill out all fields below.

Address _____

City _____ Province _____ PC _____

I am paying the amount of \$ (please include HST) _____

Cheque Enclosed (payable to **PARKS AND RECREATION ONTARIO**)

VISA MC Expiry Date ____/____

Card # _____

Cardholder Name _____

Signature _____

REFUND AND CANCELLATION POLICY:

A 20% administration fee will be applied to all cancellations. A fee of 50% will be applied to cancellations made after the registration deadline date. Cancellations made within 72 hours of the workshop date are fully non-refundable. However, registrations are transferable. All requests for cancellations must be submitted in writing to the PRO office at pro@prontario.org