



**LGMA is pleased to offer a webinar on**

## **CONFLICT RESOLUTION**

**Wednesday, October 30, 2019**

Cheryl Brewster will present this 90-minute webinar in a refreshing and unique approach to conflict resolution by identifying key strategies from current research and most recent developments in neuroscience. The traditional four approaches to resolving conflict (*aggressive, passive aggressive, non-assertive and assertive*) are enhanced from the perspective of the elements of drama triangles at play, (including hero, villain and rescuer).

The combination of mindfulness/resiliency tools in this webinar support better outcomes and foster more successful, confident and productive interactions with clients and staff. These simple yet transformational tools are practical and powerful.

Delivered in fun, easy-to-remember terms and strategies; they will create ripple effects that invite solutions and create a platform for deeper, more meaningful professional connections and collaborations. One's work life should be engaging, productive and fulfilling and this training will provide the tools to get you there.

In this webinar, participants will learn how to:

- Develop an early warning system to replace “energy drain” with “energy gain” when preparing for and dealing with conflict
- Identify the elements of the traditional four approaches to resolving conflict (*aggressive, passive aggressive, non-assertive and assertive*)
- Identify the drama triangle (hero, villain, rescuer) and how to ascertain and manage who is “driving the bus”
- The ABCs of Intuition to create awareness and effective coping/clearing tools that invite respectful dialogue
- Set an intention for mutually positive resolutions and craft a Template for success
- Use “I-language” and active listening to demonstrate a solutions-focused mindset
- Become familiar with the steps to handle defensive reactions and reluctance to cooperate

**Date and Time:** **Wednesday, October 30, 2019**  
**10:00 – 11:30 a.m.**

**Cost:** \$100 LGMA member + GST; \$125 non-member + GST  
Register online **before Wednesday, October 23, 2019**

Bulk pricing is offered to those organizations who register more than one participant. Contact [office@lgma.ca](mailto:office@lgma.ca) for more information.

**Cancellation Policy:** No refunds will be provided after October 23<sup>rd</sup>, although substitutions within your organization are permitted.

**Course Format:** The course is presented in a webinar format with registrants participating via a toll-free telephone line and their computer in an on-line webinar conference. Participants will have an opportunity to ask questions throughout the webinar. Information will be sent to registered participants one day prior.



**Presenter: Cheryl Brewster, The Intuitive Life**

Cheryl Brewster is one of Vancouver's most popular, passionate and respected authorities on how to use intuition and mindfulness to transform difficulty into opportunity. As a Transformational Speaker, Coach, and Life Celebrant, Cheryl coaches individuals and teams to find the hidden treasure within challenge. Cheryl's story is one of extraordinary trust and the ability to ride the waves of change. In 2004 she left a successful career in the corporate world to "follow a calling" and founded [The Intuitive Life](#) to provide intuitive consultations, workshops and training to both individuals and organizations. In 2010 a family health crisis plunged her deep into her own "dark night of the soul," testing every ounce of her faith and stamina. As a result, Cheryl discovered that with the right mindset, severe challenges can be catalysts for powerful, positive change.