CONFLICT MANAGEMENT

SATURDAY 21 - MONDAY 23 MAY 2011
This course may be limited to 8 - 12 participants

FEATURING
Dr Anne Lytle – Adjunct Faculty of Carnegie Mellon University – Australia, the University of Michigan and University of Melbourne and Director of Lytle and Associates Pty Ltd.

ADVANCED EDUCATION PROGRAM
Carnegie Mellon University - Australia’s Advanced Education Program offers elite, practical and relevant professional development for executives and busy professionals. By selecting from a diverse range of Specialised Certifications or Executive Workshops, participants can ensure their skills are current and competitive, without the commitment of full-time or part-time study. This course may be available for credit towards a Masters degree from Carnegie Mellon University - Australia. However, an increased registration fee commensurate with our degree programs may apply. Please contact the Admissions Office for more information on admissions@cmu.edu.au.

ABOUT CARNEGIE MELLON UNIVERSITY’S SPECIALISED CERTIFICATIONS
Our unique suite of Specialised Certifications feature hand-picked courses from the demanding curriculum of Carnegie Mellon University's top-ranked master degree programs. What’s more, courses are led by Carnegie Mellon University's influential faculty and special lecturers from around the world. Neither the content, nor the format sacrifices Carnegie Mellon's reputation for delivering world-class educational opportunities.

ABOUT THE COURSE
Conflict management is one of the most common weaknesses mentioned in Australian managers’ 360 feedback. Whether you shy away from conflict or “lose your cool”, there are many concrete and learnable skills which can help you get more of what you want and help you feel more comfortable in the face of conflict.

This course seeks to give a structure and set of tools to make everyone feel more confident and competent dealing with conflict situations within, and across, organisations. We will examine conflicts and disputes, focusing on practical, relevant skills which can be used immediately in the workplace. One of the greatest benefits is the confidence participants feel when they have gained knowledge and have spent some time practicing in a supportive, low risk environment.

Content outline:
• Deals vs. disputes – What makes them different?
• Interests, rights and power – three approaches for resolving disputes
• The effective use of threats
• Approaches and techniques for managing workplace conflicts
• Your conflict management style and its implications
• Generating power and influence

Key Benefits:
• Master the fundamentals of conflict management theory and practice
• Understand the influence of emotions in conflict and disputes
• Explore approaches for managing workplace conflicts
• Discover your conflict management style
• Develop new strategies and tactics for managing conflict more effectively
• Gain greater confidence in conflict situations
• Practice new skills in a supportive, low risk environment
• Leave with a tool-kit of relevant and immediately applicable skills

This course studied in conjunction with ‘Negotiations’ will provide you with practical tools and strategies for negotiation and conflict management, both deals and disputes, in an active, high-energy format.

REGISTER TODAY
T  +61 (0) 8 8110 9910
E  admissions@cmu.edu.au
F  +61 (0) 8 8211 9444
W  www.cmu.edu.au
REGISTRATION DEADLINE
Thursday 5 May 2011
This course may be limited to 8 - 12 participants.

COST
Tuition AUD $1,500 incl. GST ($1,200 incl. GST for South Australian Government employees).
Contact our Admissions Office to find out if you are eligible for tuition fee assistance.

ABOUT DR ANNE LYTLE
Dr Anne Lytle is an adjunct faculty member of Carnegie Mellon University – Australia, the Ross School of Business, University of Michigan and Melbourne Business School, University of Melbourne. She is also the Director of Lytle and Associates Pty Ltd, which provides consulting and training to public, private and non-profit organisations specialising in organisational culture, leadership, negotiation, conflict management, emotional intelligence, and managing people for performance.

Her research interest in the role of culture in negotiation, conflict and organisational decision-making led Dr Lytle to serve as a faculty member at the School of Business and Management at Hong Kong’s University of Science and Technology for six years. During this time she served as a consultant to the United Nations in South-East Asia and as a principal investigator for the Hong Kong Government to explore negotiation and conflict processes across the Asia Pacific, and designed research and education programs encouraging creativity and independent thinking in the Asian cultural context. Dr Lytle was also a member of the Organisational Behaviour faculty at the Australian Graduate School of Management for almost ten years, acting as Director and presenter for the core MBA leadership course, five popular executive programs, and a variety of customised corporate programs.

Dr Lytle has taught, presented, and consulted in Australia, Belgium, Canada, China, Denmark, Hong Kong, Hungary, Japan, Mexico, The Netherlands, New Zealand, Russia, Singapore, Spain, South Africa, Thailand, Vietnam, and the USA. She has published in top academic journals and is a Board member of the International Association for Conflict Management, and an active member of the Academy of Management.

Dr Anne Lytle received her Bachelor of Science Degree in Behaviour, and her Masters and PhD in Organisational Behaviour from the Kellogg Graduate School of Management, Northwestern University.

VENUE
Carnegie Mellon University – Australia
220 Victoria Square, Torrens Building, Adelaide

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PROGRAM SCHEDULE

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<tr>
<th>Day</th>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>Thursday 12 May</td>
<td>Participants</td>
<td>receive pre-course reading materials</td>
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<tr>
<td>Saturday 21 May</td>
<td>3pm – 6pm</td>
<td>Course commences (light refreshments provided)</td>
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<td>Sunday 22 May</td>
<td>10am – 6pm</td>
<td>Course continues (meals provided)</td>
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<tr>
<td>Monday 23 May</td>
<td>9am – 12pm</td>
<td>Course concludes (meals provided)</td>
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REGISTRATION FORM

FAX TO: + 61 (0) 8 8211 9444

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THIS COURSE MAY BE LIMITED TO 8 - 12 PARTICIPANTS

QUESTIONS ABOUT THE ADVANCED EDUCATION PROGRAM

Irina Ferouleva
Director of Programs
**T** +61 8 8110 9904
**M** 0421 337 907
**E** irinaf@cmu.edu.au
**W** www.cmu.edu.au/aep

TO REGISTER

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**E** admissions@cmu.edu.au
**F** + 61 (0) 8 8211 9444
**W** www.cmu.edu.au/aep

Payments must be received 72 hours prior to the course commencement by cheque or transfer of funds

EFT Payment to: ANZ Bank
Account Name: Carnegie Mellon University, Tuition a/c
Account No: 837038545
Bank BSB Code: 015010
Bank Address: 121 King William St, Adelaide SA 5000 Australia

CARNEGIE MELLON UNIVERSITY - AUSTRALIA

220 Victoria Square
Adelaide, South Australia 5000 Australia