

**Training Title: Creating Healthy Conflict in the Workplace**

Training Organization: Six and a Half Consulting

Description:	There is no such thing as a conflict free work environment, as that is where growth happens. Conflicts are a natural, and necessary, part of life. Instead, of working with conflict once it has escalated, it is important to develop skills that will enable an organization to innovate and grow, challenging the status quo and learning from the organic nature of conflict.
Defined Instructional Objectives:	Participants will learn how to engage in conflict in healthy, productive, and proactive ways. Participants will be equipped with collaborative skills to move an organization forward and grow.
Measurable Learning Outcomes:	<ol style="list-style-type: none"><li>1. Participants will learn the power of engagement and what the organizational impacts are of disengagement</li><li>2. Participants will learn how to assess levels of engagement</li><li>3. Participants will engage in a diagnosis of emerging team issues and misalignments so they can be proactive involved before they become problems</li><li>4. Participants will be knowledgeable about norms for decision-making and conflict</li><li>5. Participants will develop tools for channeling conflict into innovation</li></ol>
Course Components:	<ol style="list-style-type: none"><li>1. Defining Conflict</li><li>2. Sources of Team Misalignments</li><li>3. Environmental Misalignments</li><li>4. Individual Misalignments</li><li>5. Misalignments Checklist</li><li>6. Taking the Team Temperature</li><li>7. Setting Norms for Decision-making and Conflict</li><li>8. Turning Conflict into Innovations</li><li>9. Bringing it Back to Vision/Purpose</li></ol>
Delivery Methods:	In person one to one and group training sessions, goal setting worksheets, exercises, active/empathic listening templates, progress tracking
Format:	This training is offered in person one to one, group, or by Skype/Facetime and can be adapted to partnerships and teams.
Duration/Schedule:	The training is comprised of an 8 hour (full day) group training and up to 10 hours of individual training over a period of 4 to 6 weeks.
Attendees:	1 to 20
Completion Requirements:	Participants are required to complete 8 hours of training plus and additional estimated 6 hours of project homework.
Course Fees:	This full day training for up to 20 attendees costs \$7500 plus GST. Included in these fees are 10 hours of individual training to be used at clients discretion with attendees.

Training Facilitator  
Credentials:

Casey Miller has more than 15 years experience in leadership roles and leadership training across the public, private and non-profit sectors. As a the President of Six and a Half Consultant, Casey works as a business coach, trainer, and facilitator, designing and instructing leadership and management trainings to many Vancouver-based businesses and organizations, including Culinary Capers, Half Moon Yoga, Xeva Mortgage and Northwest Atlantic.. Casey is also a frequent speaker at the Westside Schools and various trade associations in the lower mainland, including PMIBC, HTFPBC, and HRMABC. Casey is also an external consultant with the YMCA Youth Employment Program facilitating business coaching and skill development for young entrepreneurs. Casey holds a masters degree in Public Administration and another in Theological Studies from Harvard University.