

# CONFLICT RESOLUTION

## AGENDA

9.00 a.m.	Coffee and registration
9.30 a.m.	Welcome and introductions
9.35 a.m.	What is conflict resolution?
9.40 a.m.	Likely causes of conflict
10.00 a.m.	Common ways of dealing with conflict
10.15 a.m.	Managing conflict
10.40 a.m.	Coffee break
11.00 a.m.	Group exercise and feedback
11.30 a.m.	Conflict scenarios
12.15 p.m.	Conflict scenarios feedback
12.30 p.m.	Close

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