

EMBRACING CONFLICT & BEING ASSERTIVE

7 CPD UNITS



COURSE DETAILS

30% of people experience conflict at least once a week which makes interpersonal conflict ever present. No matter how hard you try, it can seem that there will always be something that causes you or someone around you to be frustrated, angry, impatient – or a whole host of other not-so-pleasant emotions. The ability to resolve conflict is a great skill, not only for yourself, but for the people around you as well. When you are confident in your conflict management skills, you don't have to be afraid of disagreement. You don't have to back away from problems. Instead, you can confidently face the confrontation and bring the issue out into the open. Having challenging people and difficult conversations are the bread and butter of leaders, and when we embrace conflict instead of fighting it, it creates an opportunity for progress and growth.

TARGET GROUP

This training is targeted to Managers, Leaders and Corporate Executives who need to effectively deal with conflict situations to enhance their effectiveness and leadership competencies.

TOPICS TO BE COVERED

- Understanding Conflict
- Conflict Styles, The IBR Approach
- Communication Model
- Conflict Grid & Assertiveness Styles
- Moving to Powerfulness



DATES & VENUE

LIMASSOL
CYPRUS COLLEGE
10/06 FRIDAY
 9.00-17:00
 €190 + VAT

NICOSIA
CYPRUS COLLEGE
17/06 FRIDAY
 9.00-17:00
 €190 + VAT

DISCOUNTS ARE AVAILABLE FOR MULTIPLE REGISTRATIONS FROM THE SAME ORGANIZATION. CALL US TO FIND MORE!

DELIVERY METHOD

FACE-TO-FACE
 PLEASE NOTE THAT DUE TO THE COVID-19 PANDEMIC, IN-PERSON PROGRAMS MAY SHIFT TO VIRTUAL FORMAT

LANGUAGE OF INSTRUCTION
ENGLISH

INSTRUCTOR PAULINE SAWAYA (MBA, AMC) - PEOPLE & BUSINESS ENABLER

Pauline Sawaya is the Founder of Swift Shift, Coaching & Consultancy Ltd, the transformational Coaching, Capacity building & Consultancy concept. She is an accredited Master Coach, Consultant, HR, Master NLP and transformational trainer, public speaker & firewalker. A strategic Executive / Coach with over 27 years of experience in local and multinational companies at strategic very senior levels such as Senior Head of HR and General Manager. Pauline Enables, Empowers, Supports, Mentors and Cheerfully Coach Executives, senior managers, employees, and successful individuals to Swift Shift to their highest potential +9. She has extensive experience in Coaching over 4000hours, Human Capital, strategies, structural change, team building, Mentoring and Leadership.

Pauline also hosts the BABE talks which is an invitation for Women to be more Bold, Authentic, Empowered and Empowering where she hosts women who made it to share their stories and help other women by sharing in the end an action point or a nugget advice to break the stigma and become more intellectually Attractive than Sexually attractive. Her passion is taking the self-development world to the next level & empowering the corporate world & the individuals to Swift Shift from where they are TODAY to where they want to be +9.

Pauline holds a Bachelor's & Master's degree in Business Management from Notre Dame University as well as 2 Coach Certifications from Erickson Canada, is a Change Coach from CCI, Master NLP Practitioner by the American Board of NLP, Timeline Therapy & Hypnotherapist Practitioner, Senior Trainer, Mentor Coach, Laughter Yoga Leader & Firewalker. Pauline is the First Accredited Master Coach by the International Authority for Professional Coaching & Mentoring, UK in the region. Pauline is a member of the Lebanese League for woman in Business, A mentor at the Blessings Foundation for Women empowerment, Mentor at the Challenge to Change, Mentor Coach & Senior Trainer for Noble Manhattan Coaching LTD, ICF member & IAPC&M Master Coach, Member of the Women Leaders Council, Member of IWCLondon, Member of SEAL Cyprus, Vice President of Cyprus International Women of Today -CIWOT.