

IRWA Education
**Setting the standard
of excellence.**



Course 213 Conflict Management

Date: 04 August 2017 **Start time:** 8:00 for 8:30

Venue: Gauteng Department of Roads and Transport
1215 Michael Brink Street, Pretoria, 0186
(Map on page 3)

Cost: R 2 700 for SARWA members
R 3 500 for non-members

Registration closes: 21 July 2017

Facilitator: Oupa Mashabela

Send your request to register for this course to info@sarwa.co.za

Why do you want to do C213? (Course details on page 2)

SARWA is the only institution offering training for Land & Rights related professionals to develop and skill themselves.

Taking C213 will not only increase your knowledge and skills it also forms part of the modules required to achieve international credentialing.

Credentialing



Course 213

Conflict Management

Details of C213

This course presents specific methods for reaching collaborative solutions and minimising negative aspects of conflict while maximising benefits of resolving conflict. During this course, participants will learn how effective conflict management can open doors to healthier workplace relationships and more productive working relationships with both property owners as well as the general public.

This course is designed for right of way professionals and individuals who want to better manage their roles in interpersonal conflict and to develop better relationships.

Topics:

- What is conflict?
- The two consequences of conflict
- Seven common outcomes of “usual conflict”
- Nature and consequences of conflict
- How to identify “crazy-makers”
- Communication climate: key to conflict management
- Why conflict is natural
- Determine your own conflict style — self examination
- Coping with criticism
- Managing interpersonal conflict
- How processes and outcomes separate constructive from destructive controversies

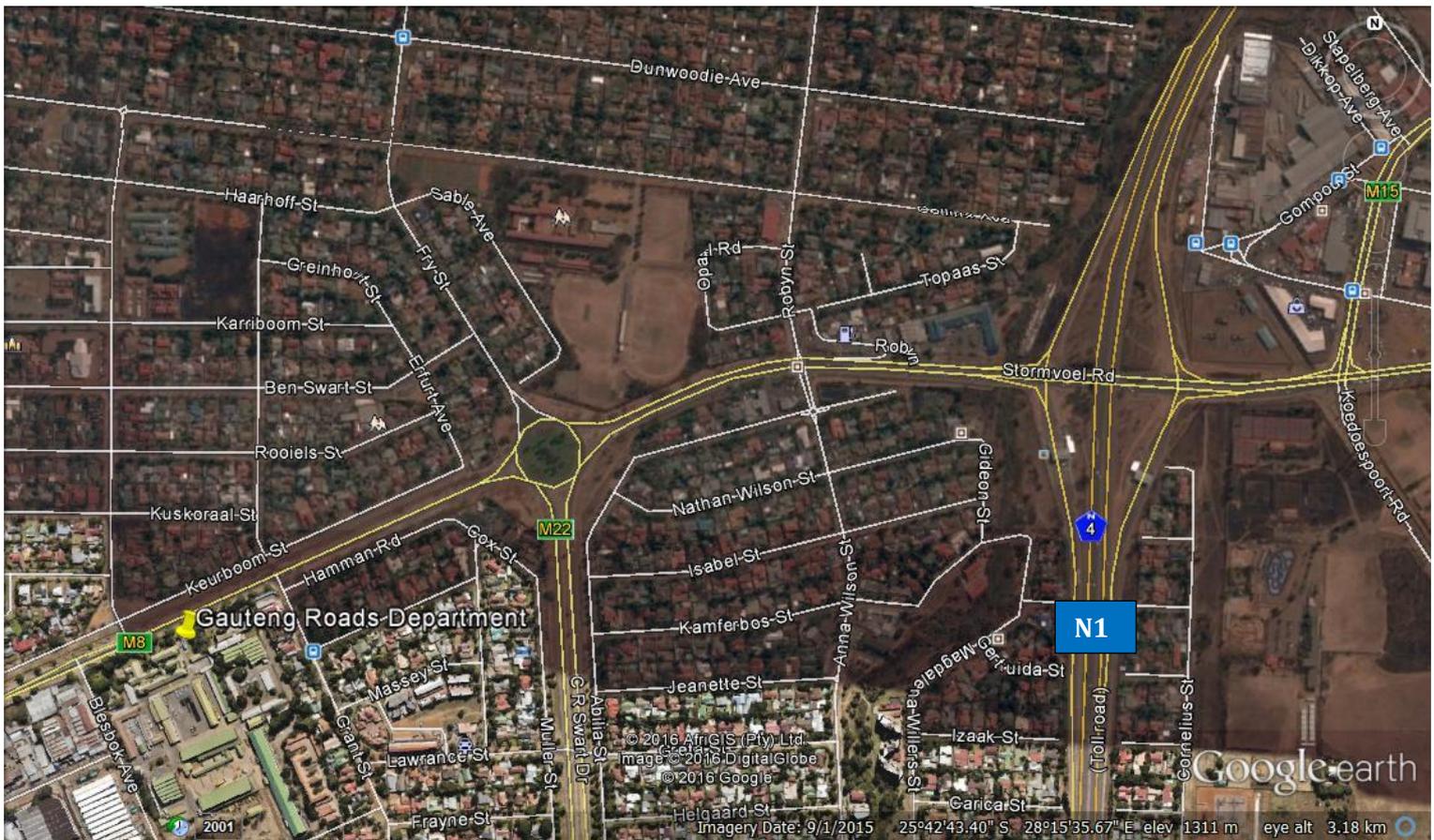
SAGC and SACPVP continuous development points are imminent

Venue GPS co-ordinates 25°42'54.49"S 28°15'6.40"E

Take the Stormvoel off ramp on the N1 in Pretoria, then turn west on Stormvoel and drive 1.5km to this venue.

The notice board at the entrance states:

**Department of Public Transport, Roads and Works (Gautrans)
Directorate: Construction and Maintenance.
Koedoespoort**



Course 103 will be held at the Gautrans Venue in Pretoria

(1215 Michael Brink Street, Pretoria, 0186)

04 August 2017

REGISTRATION FORM (PLEASE SUBMIT NO LATER THAN 21TH JULY 2017)

Cost: R 2 700 per member and R 3 500 per non-member

Kindly complete this form and return by e-mail/fax/ to SARWA at:



Fax: 0866547152 or Email: info@sarwa.co.za

I/WE REGISTER FOR THE ABOVE WORKSHOP

| | Surname | Name | Title | ID Number |
|---|----------------|-------------|--------------|------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| 6 | | | | |

I the undersigned commit to make payment and accept the terms and conditions below.

Signature:

TERMS AND CONDITIONS

The signature above for this payment method commits the person signing to do payment of the registration fee prior to arrival at the venue. Participants are also advised to have a copy of their payment slip when arriving at the venue on 04 August 2017.

Failing to comply with this condition attendance will not be allowed.

If any other payment method is required, permission from SARWA must be obtained in writing and this approval must be taken with to venue on 04 August 2017.

OTHER

Accommodation costs are not included in the course registration fee. Attendees are responsible for making their own lodging arrangements.

Coffee/Tea, refreshments, lunches and training manual is included in the course price.

If circumstance dictates that the course must be cancelled course fees will be refunded to the delegates who have paid.

The delegate by accepting these terms and conditions hereby indemnifies SARWA and holds it harmless from all or any loss or damage, injury, actions, proceedings or claims arising from any act or omission of the participant during the course of the conference.