

CUPE LOCAL 1978

UPCOMING UNION EDUCATION

Steward Learning Series:

- **Conflict Resolution 101**
- **Mediating Member-to-Members Conflict**

This workshop is being held on:

**December 6, 2010
9:00 am to 4:00 pm**

Conflict Resolution 101

Learning to handle conflict well will improve your relationships with members.

- **What conflict is, and the sources of conflict**
- **A look at the different responses to conflict**
- **Communication Skills**

Mediating Member-to-Members Conflict

- **Coaching members to deal with their conflicts**
- **A four step approach to basic mediation techniques**
- **An opportunity to practice**

REGISTRATION DEADLINE – November 19, 2010

If you are interested in taking this workshop or need more information, please contact our office at office@cupe1978.com or **250-472-1978**.

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August 13, 2010