



QUEST SERIES

QNET presents:

Building Resilient Teams

Monday, June 9, 2014 – 11:30 a.m. to 1:30 p.m. – Luncheon Presentation

Location: QNET - Suite 660, 175 Hargrave Street, Winnipeg

Good teams have many characteristics such as trust, respect, clarity, flexibility, tradition, innovation and a sense of fun. Resilient teams not only have these characteristics, but also have the ability both navigate and bounce back from difficult moments. Policies on respect and harassment in the workplace are one step in establishing expectations and setting limits.

This session will introduce participants to the skills, attitudes and processes needed to equip leaders and teams with the ability to effectively navigate challenging situations and quickly recover from conflict in ways that build team resilience. Participants will learn:

- Five traits of a resilient vs. dysfunctional teams
- Three attitudes of resilient people/teams
- A process to develop team expectations & commitments on how to address (prevent, manage and resolve) challenges and conflict.

Presenter:

David Falk is a seasoned workplace conflict management specialist and a Partner in the Winnipeg mediation firm Facilitated Solutions. He brings a rich background of 20 years in the field that includes extensive training, consulting and mediation work within the private and public sector. Many of David's clients are QNET members and have used him and his partners at Facilitated Solutions as consultants and intervenors in difficult personnel situations. David also spent 7 years on faculty with the Conflict Resolution Studies Program at the University of Winnipeg, and holds both a BA and MA in Conflict Resolution.

This session is presented by QNET in partnership with APICS Winnipeg Chapter and Industry Workforce Development, Manitoba Entrepreneurship Training and Trade.

Fee: (includes a light lunch)

- \$39.00 + GST for Members of QNET and APICS
- \$49.00 + GST for Non-Members

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