

# LEADERSHIP & MANAGEMENT

QNET presents:

## Building Resilient Teams

Thursday, March 26, 2015 – 8:15 a.m. to 4:15 p.m.

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.

This session will introduce participants to the attitudes, skills 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:

- Navigation: a guide for team renewal.
- Five traits of resilient vs. dysfunctional teams.
- Dynamics of trust.
- A process for appreciating individual and group strengths.
- Patterns of conflict.
- How to prevent and clear up misunderstandings.
- How to manage differences and resolve conflict.
- A process to create team expectations and commitments together, with a recovery plan on how to address (prevent, manage and resolve) challenges and conflict.

**Facilitator: David Falk** is a Partner in the firm Facilitated Solutions. He is a seasoned consultant and conflict management specialist who has been assisting organizations prevent, manage and resolve conflict since 1990. David is an engaging trainer/facilitator who brings together practical wisdom, humour and real world examples that will inspire you to consider new options and develop your leadership skills to address the challenges you face. David holds both a Bachelor and Masters Degree in Conflict Resolution.

**This workshop is:**

- An optional course in the 70 credit hour QNET Certificate in Management Development (CMD).
- Eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- Presented by QNET in partnership with APICS Winnipeg Chapter and Industry Services, Jobs and the Economy, Province of Manitoba.

**Fee: (includes a light lunch)**

- \$349.00 + GST for Members of QNET or APICS
- \$419.00 + GST for Non-Members

**REGISTER ONLINE at [www.qnet.ca](http://www.qnet.ca)**



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