

REGISTER TODAY...

Facilitation and Management Skills in Ministry

This program is designed to assist leadership personnel in understanding management best practices for supporting and directing staff and volunteers within the context of our church culture.

In response to the expressed needs, we are offering our skill development seminars in an order that reflects your priority of needs. *Mr. Douglas McCarthy B.A., M.Ed., DTM* is a qualified Mediator in private practice and an award-winning speaker and seminar leader who will be leading the following seminars. The approach is holistic, formational as well as skills based, and employs the principles of adult education.

Thursday, October 14th, 2010

* **MANAGING THE DIFFICULT CONVERSATION** Discussing What Matters Most

*Prerequisite for "What to Do When Peacemakers Fight"

Whether one is dealing with a colleague, a superior, a volunteer, or a subordinate, a difficult conversation can make or break a relationship. This seminar examines some of the mixed signals in communication that can lead to misunderstandings. It provides strategies to improve communication with others and explores the many layers that make these kinds of encounters difficult.

Participants will learn:

- How to prepare for the difficult conversation
- How to get a difficult conversation started
- Six secrets of self discipline during conflict process
- How to express your interests so that they are heard
- How to save face and improve the relationship

This seminar is 3 hours in length.

Location: Blessed Sacrament, Chatham

Time: 9:30 a.m. - 2:30 p.m.
Lunch provided

Thursday, October 28th, 2010

WHAT TO DO WHEN PEACEMAKERS FIGHT Conflict – A Companion of Most Human Endeavours

This seminar focuses on the characteristics of conflict, the skills needed to deal with it successfully, and the strategies for framing a resolution. Participants will explore how to help others in conflict, as well as how to deal with one's personal disputes.

Participants will learn:

- Why conflict exists
- How to deal with conflict in its early stages
- How to frame a final solution
- What to do when there is resistance to solving the conflict

This seminar is 3 hours in length.

Location: Blessed Sacrament, Chatham

Time: 9:30 a.m. - 2:30 p.m.
Lunch provided

To register or for more information, contact:

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1040 Waterloo St. London, ON N6A 3Y1
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October 14 & 28 Seminar Fee: \$150.00
[Total for 2 workshops]

Deadline for Registration: October 1, 2010

**Please make cheque payable to:
St. Peter's Institute for Catholic Formation**