

SEMINAR SERIES FOR CATHOLIC LEADERS

The Promise of Leadership

“Quality leadership will always produce results well above what the science of management predicts is possible.” Lt. Gen. Romeo D’allaire

This professional development series is intended to build on current strengths, as well as adding new skill and techniques to the repertoire of Catholic Leaders. The approach is holistic, formational as well as skills based, and employs the principles of adult education. (Three half-days - 2.5 hours each.)

November 25, 2010

I HEARD WHAT YOU SAID: DID YOU HEAR WHAT I SAID?

Effective Communication for Leaders~ Especially in Difficult Times

There are those times in our professional lives when communication with another person has broken down. We wished it hadn’t happened and we are not sure what to do next.

In this seminar, leaders examine commonly held beliefs about effective communication and the mixed signals that can lead to a decline or breakdown of workplace relationships.

Participants will learn to:

- Recognize mixed communication signals
- Get others to listen to you
- Listen to others
- Manage difficult people
- Strategic choices change responses
- Deal with divisive issues in a face-saving manner
- Express one’s own interests so that others will understand

Seminar Series Location:

**Our Lady of Mount Carmel Parish
4401 Mount Royal Drive
Windsor, ON**

Time: 9:30am – noon

Cost: \$260.00 inclusive

[This series is offered as a package]

Payable to:

St. Peter’s Institute for Catholic Formation

January 27, 2011

MANAGING THE DIFFICULT CONVERSATION

To Discuss What Matters Most

We’ve all been there, preparing in our head the dreaded of difficult conversation we know we must have with someone. Although this common type of situation is inevitable in most human endeavours, deterioration of relationships doesn’t have to be. Whether the conversation is with a colleague, a subordinate, or a supervisor there are strategies that can make the discussion go more easily for both sides with benefits to both parties. This seminar explores the many layers that make these kinds of meetings difficult, as well as how to frame a final resolution.

Participants will learn how to:

- Be heard
- Save face and improve the relationship
- Prepare for and start the difficult conversation
- Deal with resistance
- Deal with anger
- Recognize the many “layers” within the conversation
- Frame a final resolution

March 3, 2011

CONFLICT RESOLUTION

Striving for New Understanding

When things go awry, we either end up blaming ourselves or blaming others. Conflict is a constant companion of human undertakings and should be considered a natural part of human existence. For many, conflict evokes negative feelings and can lead to destructive ends. It can often end in frustration and a demoralized organization.

This seminar examines some of the reasons why conflict exists and provides leaders with strategies to improve communication with others.

Participants will learn:

- Why conflict exists
- Styles of conflict management
- How to deal with conflict in its early stages
- Skills for dealing with intra-personal and group conflict
- The secrets of self-discipline during the conflict process
- What to do when there is resistance to solving the conflict

To register:

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