

## Conflict Resolution 101

The presentation will provide an overview of conflict, define conflict resolution, and identify the risks and benefits of dealing with conflict. It will also acknowledge different approaches to resolving conflict and introduce the 6 steps of conflict resolution process. The presentation will also recognize when conflict is a difference vs. a difference in personality.

### The Speaker

Dina Barazza of DB Performance Solutions is an energetic and strategic HR and Learning Professional, with more than 20 years experience in organizational effectiveness, learning, education and human resources. Some of her past employers included Gamma-Dynacare Medical Labs, Coca-Cola, Sick Kids, The Air Miles Company, Direct Energy and Deloitte and Touché. In her spare time, Dina is an Instructor at Humber College teaching in the continuing education program. She also is the founder of the WoMentor, a mentoring program where she connects women with other women to support professionals in their career development. Dina's academic background includes a degree in Business Management, a diploma in Human Resources Administration and a certificate in Training and Development.

### Event Details

**Date:**

Thursday, April 26, 2012

**Location:**

Tru's Grillhouse Restaurant  
220 Riverview Dr.  
Chatham, Ontario  
N7M 5Z8  
519-436-0199

**Time:**

5:30 pm - Registration/Meet & Greet  
6:00 pm - Dinner  
7:00 pm - Speaker  
8:30 pm - Adjourn

**Cost:**

\$45.00 plus HST – Members  
\$50.00 plus HST – Non-Members

**CPLD:**

3 Credits



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**REGISTRATION:**



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To register by email or fax please complete the form below and send to fax number 416-977-1365 or [membernetwork@cmaontario.org](mailto:membernetwork@cmaontario.org).

Guests (non-members) may register by email or fax by completing the form below and sending it to fax number 416-977-1365 or [membernetwork@cmaontario.org](mailto:membernetwork@cmaontario.org).

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**REGISTRATION FORM**

Please fax your registration form to 416-977-1365 or scan/e-mail it to [membernetwork@cmaontario.org](mailto:membernetwork@cmaontario.org).

General inquiries: 416-204-3140 or (800) 387-2991 ext. 140.

**Conflict Resolution 101 – Thursday, April 26, 2012**

Name: \_\_\_\_\_

I am a Member:  I am a guest (non-member):

Member #: \_\_\_\_\_

Tel: \_\_\_\_\_

Credit Card (Visa/MasterCard/AMEX): \_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_

Expiry Date: \_\_\_\_/\_\_\_\_

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E-mail Address: \_\_\_\_\_

Signature: \_\_\_\_\_

**Do you have any special needs that require accommodation?**

Yes  / No

If yes please indicate:

**No refunds for cancellations after April 19, 2012. You may send a substitute to this event at no charge.**

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