

Emily Lutz

From: AMO Education <events@amo.on.ca>
Sent: Tuesday, 26 November 2024 10:01 am
To: Emily Lutz
Subject: Navigating Conflict Relationships as an Elected Official (NCR 1.0)

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Navigating Conflict Relationships as an Elected Official (NCR 1.0)

Municipal life is a people-oriented business. Elected representatives must engage in and build a wide variety of relationships including with constituents, municipal staff, other elected officials, other orders of government, and community organizations to name a few.

As you know, it is often a challenge to negotiate many of these relationships that are key to successful local leadership.

Having conflict-free and collaborative relationships can play a significant role in helping locally elected officials carry out their collective responsibilities as decision-makers of their communities.

During this 2-part virtual, interactive workshop, we will explore the constructs, traps, and pitfalls of conflict relationships, why relationships may go wrong and how to approach, plan and execute relationships successfully using practical tips, tools and real-world examples.

Some of the Things You will Learn in this Workshop:

- The typical patterns of behaviour that give rise to creating “conflict traps” and how to escape from them.
- The secrets of neuroscience and how this knowledge can give us a heads-up on what we should do in the moment.
- Understanding conflict styles and how these can create obstacles or pave the way toward collaboration.

- The importance of moving from a position-based to an interest-based approach in order to create a win-win, value-add relationship.
- The roles of empathy and assertiveness in relationship formation.
- Learning effective and practical communication tools, which include:
 - Avoiding communication blockers
 - First words to use
 - The difference between Acknowledging vs. Agreeing
 - A simple, yet powerful 4-step technique to assist in having better and more collaborative conversations

Dates:

This is a two-day workshop running from 12:00pm-2:30pm each day.

March 19 & 20, 2025

- \$320 +HST per session (Individual registration only. For group rates, contact events@amo.on.ca)
- \$75 +HST cancellation fee

[Register Here](#)

Time limited special offer.

For a limited time only, valid from now through February 14, 2025, we are offering members who take 2 or more workshops in 2025, half-price registration for all workshops above the first 2 registrations. If you are eligible for this time limited discount contact Lora Tigno at ltigno@amo.on.ca.

Inquires: events@amo.on.ca

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