



**INTERNATIONAL RIGHT OF WAY ASSOCIATION**

19210 S. Vermont Avenue, Building A, Suite 100  
Gardena, CA 90248  
Phone: (310) 538-0233  
www.irwaonline.org

**Coming Soon!**  
**Course 213:**  
**Conflict Management**

**PLEASE NOTE:** *Credit card payments paid directly to IRWA Headquarters for Canadian classes will be processed in US Dollars at the exchange rate established by IRWA Headquarters at the beginning of each calendar year. Your bank/financial institution will then convert the payment back into Canadian Dollars at the exchange rate of the day. Payment by this method could therefore differ from the class pricing shown on the brochure.*

*If you wish to pay in Canadian funds, please contact the Course Coordinator for the specific class.*

**Course 213:**  
**Conflict Management**

**Course Description:**

Effective conflict management can open doors to healthier workplace relationships and more productive working relationships with property owners and the general public. "Conflict Management" presents specific methods for reaching collaborative solutions and minimizing negative aspects of conflict while maximizing benefits of resolving conflict.

This course covers the following topics: nature and consequences of conflict, outcomes of "unusual conflict," identifying "crazy-makers", constructive vs. destructive controversies, influence of climate on conflict management, coping with criticism, and managing interpersonal conflict.

**Topics:**

- What is conflict?
- The two consequences of conflict
- How to identify "crazy-makers"
- Seven common outcomes of "usual conflict"
- How processes and outcomes separate constructive from destructive controversies
- Why conflict is natural
- Determine your own conflict style — self examination
- Coping with criticism
- Managing interpersonal conflict
- Communication climate: key to conflict management

**Course Tuition Includes:**

Participant's manual

**Recommended Materials:**

"Successful Communication and Negotiation"  
- Textbook

**Who Should Take This Course:**

This course is designed for right of way practitioners and individuals who want to better manage their role in interpersonal conflict and develop better relationships.

Last Name	First Name	
Title		
Company Name		
Address		
City, State, Zip		
( ) -	<input type="checkbox"/> Yes <input type="checkbox"/> No Member	Member ID Number
Email Address		

If payment includes the fees for registrants other than yourself, check here:   
 (Please submit names of other registrants on a separate paper along with this form)  
 Will you also be attending?  Yes  No

Registration Deadlines	Member Tuition	Non-Member Tuition	Total Tuition Amount Due
Before 8/27/2010 :	\$300 + 13% HST CDN	\$370 + 13% HST CDN	\$ _____
After 8/27/2010 :	\$325 + 13% HST CDN	\$395 + 13% HST CDN	\$ _____

Total Member Registrants: \_\_\_\_\_  
 Total Non-Member Registrants: \_\_\_\_\_

PRINT NAME AS IT APPEARS ON CARD: \_\_\_\_\_

Amex  MC  Visa  Card #: \_\_\_\_\_ Exp: \_\_\_\_\_ 3-Digit CVV: \_\_\_\_\_

Signature: \_\_\_\_\_ Amount to be Charged: \_\_\_\_\_

### Course 213: Conflict Management

**Sponsor:** IRWA Chapter 29  
**Date:** September 24, 2010  
**Time:** 8:00 AM - 5:00 PM  
**City:** Mississauga, ON

**Class Location:**  
 City of Mississauga  
 300 City Centre Drive  
 Committee Room A, 2nd Floor  
 Mississauga, ON L5B 3C1  
 Phone: (905) 615-3200, Ext. 3891

**Three Ways to Register:**  
**Contact Coordinator**  
**Fax:** (866) 388-7419  
**Phone:** (310) 538-0233, x138

**Accommodations:**  
 Novotel Toronto Mississauga  
 3670 Hurontario Street  
 Mississauga, ON L5B 1P3  
 Phone: (905) 896-1000

Please contact the hotel directly; mention IRWA when booking reservations. Room rates subject to applicable taxes. Hotel parking: \$12/day.

**Course Coordinator:**  
 Susy Costa  
 City of Mississauga, Realty Services  
 300 City Centre Drive  
 Mississauga, ON L5B 3C1  
 Phone: (905) 615-3200, Ext. 3891 / Fax: (905) 615-3956  
 Email: Susy.Costa@mississauga.ca

**Rates: (starting at)**  
 Single: \$133 + HST CDN  
 Double: \$133 + HST CDN

**Cancellation Policy:** All classes scheduled by IRWA chapters are subject to cancellation. All class registrants are encouraged to contact the Course Coordinator prior to making travel arrangements, keeping in mind that the class may be canceled at any time at the chapter's discretion. Fully liquidated damages for any losses incurred by a class registrant are limited solely to a refund of the registrant's prepaid course registration, if any, and IRWA and its chapters assume no other registrant liability resulting from class cancellation. Please see [irwaonline.org](http://irwaonline.org) for complete policy details.  
**Refund Policy:** Written notification of intent to cancel registration must be received by both the Course Coordinator and Headquarters Staff prior to the class start date in order to be eligible for a tuition refund. **100% refund** if notice is received 15 days or more prior to class start date; **75% refund** if notice is received less than 15 days prior; **no refund** will be issued for notice received on or after class start date.

**About the Facilitator:**

**Mark Norsworthy, SR/WA** has worked in the Real Estate field with the Ontario Ministry of Transportation, for 20 years and prior to that, 3 plus years with the Government of the NWT and currently holds the position of Real Estate Officer. He received an Honours degree from Wilfrid Laurier University and has been a part-time university and community college instructor in math and statistics. His real estate experience includes acquisition, appraisal, asset management, disposal, leasing, arbitration and project planning. Mr. Norsworthy has held the International Right of Way Association's SR/WA designation for 17 years and is currently the Chair of the IRWA Chapter 29 website.