



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

## Course 213: Conflict Management

17 May 2019  
Mississauga, ON



## Course 213: Conflict Management

### Course Description:

This course presents specific methods for reaching collaborative solutions and minimizing negative aspects of conflict while maximizing benefits of resolving conflict. During this course, participants will learn how effective conflict management can open doors to healthier workplace relationships and more productive working relationships with both property owners as well as the general public.

### Course Level:

Core

### Course Tuition Includes:

Participant Manual

### Topics:

- What is conflict?
- Nature and consequences of 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

### Recommended Materials:

Successful Communication and Negotiation Textbook (separate purchase; available through IRWA’s Publication Store)

### Who Should Take This Course:

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

**213 Conflict Management 17 May 2019 Mississauga, ON**Register online at [www.irwaonline.org](http://www.irwaonline.org) / Fax this entire page to IRWA HQ: (310) 538-1471

\_\_\_\_\_  
 Last Name First Name  
 \_\_\_\_\_  
 Title

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

\_\_\_\_\_  
 Company Name  
 \_\_\_\_\_  
 Address  
 \_\_\_\_\_  
 City, State, Zip/Postal Code

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ ☐ Yes ☐ No  
 Phone Member Member ID Number

\_\_\_\_\_  
 Email Address

Member Tuition	Non-Member Tuition	Total Tuition Amount
\$450 CAD (\$343.51 USD) + 13% HST	\$550 CAD (\$419.85 USD) + 13% HST	_____

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

PRINT NAME AS IT APPEARS ON CARD: \_\_\_\_\_ 3-DIGIT CVV: \_\_\_\_\_

AMEX ☐ MC ☐ VISA ☐ Card #: \_\_\_\_\_ EXP: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_ Amount to be Charged: \_\_\_\_\_

**Course 213: Conflict Management 17 May 2019 Mississauga, ON**

Sponsor: IRWA Chapter 29  
 Date: 17 May 2019  
 Time: 8 AM to 5 PM  
 City: Mississauga, ON

**Class Location:**

Hatch  
 Meeting Room - #LC2 2800  
 Speakman Drive  
 Mississauga, ON L5K 2R7  
 Phone: (905) 486-0388  
 Participant Capacity: 20

**Accommodations:**

Holiday Inn Express & Suites  
 2125 N Sheridan Way  
 Mississauga, ON L5K 1A3  
 Phone: (905) 855-2000  
 Contact hotel directly for rates and reservations

Hampton Inn by Hilton  
 2085 N Sheridan Way  
 Mississauga, ON L5K 2T2  
 Phone: (905) 823-8600  
 Contact hotel directly for rates and reservations

**Four Ways to Register:**

Online: [www.irwaonline.org](http://www.irwaonline.org)  
 Fax: (310) 538-1471  
 Phone: (310) 538-0233, x138  
 Contact Course Coordinator

Admiral Inn & Suites  
 2161 N Sheridan Way  
 Mississauga, ON L5K 1A3  
 Phone: (905) 403-9777  
 Contact hotel directly for rates and reservations

**Course Coordinator:**

Lucie Jabour  
 Hatch  
 2800 Speakman Drive  
 Mississauga, ON L5K 2R7  
 Phone: (905) 486-0388  
 Email: [lucie.jabour@hatch.com](mailto:lucie.jabour@hatch.com)

Homewood Suites by Hilton Toronto-Oakville  
 2095 Winston Park Drive  
 Oakville, ON L6H 6P5  
 Phone: (905) 829-9998 Fax: (905) 829-9868  
 Contact hotel directly for rates and  
 reservations <http://homewoodsuits3.hilton.com>

**Course Instructor:**

Sharon N. Slauenwhite, SR/WA, BA, is Supervisor of Roads and Rights of Way for Prince Edward Island's Department of Transportation, Infrastructure and Energy. She has worked in real property law and public infrastructure for over 25 years in both the private and public sectors. Her current position requires expertise in communication, negotiation, property management, title research, and contracts. Her role requires working with property owners, public and private sector partners, municipal governments, as well as the public. Sharon has a Bachelor of Arts degree (BA) from the University of Prince Edward Island as well a certificate in Public Sector Leadership. For the past 15 years she has been an elected member of her local municipal council, as well as sitting on several NGO boards and committees. Sharon has been an IRWA member since 2003 and has enjoyed serving in leadership roles with Chapter 65, Region 8, the International Governing Council and the Canadian Right of Way Education Foundation. She is an IRWA CLIMB certified instructor and presently serves as International Vice President on the IRWA's International Executive Committee.

**Cancellation Policy:** All classes scheduled by IRWA are subject to cancellation. All class registrants must contact the Course Coordinator prior to making travel arrangements, keeping in mind that the class may be cancelled at any time (for reasons including, but not limited to, insufficient registration, instructor emergencies or other issues beyond the control of the chapter and/or IRWA). Fully liquidated damages for any losses incurred by a class registrant are limited solely to a refund of the registrant's prepaid class tuition. IRWA and its chapters assume no other registrant liability resulting from class cancellation.

**Tuition Refund Policy:** Written notification of intent to cancel registration must be received via email by both the Course Coordinator and IRWA Headquarters Education Staff ([education@irwaonline.org](mailto:education@irwaonline.org)) prior to the class start date in order to be eligible for a tuition refund. A full tuition refund will be issued if notice is received 15 days or more prior to the class start date; a 75% refund will be issued if notice is received less than 15 days prior to the class start date, and no refund will be issued for notice received on or after the class start date.