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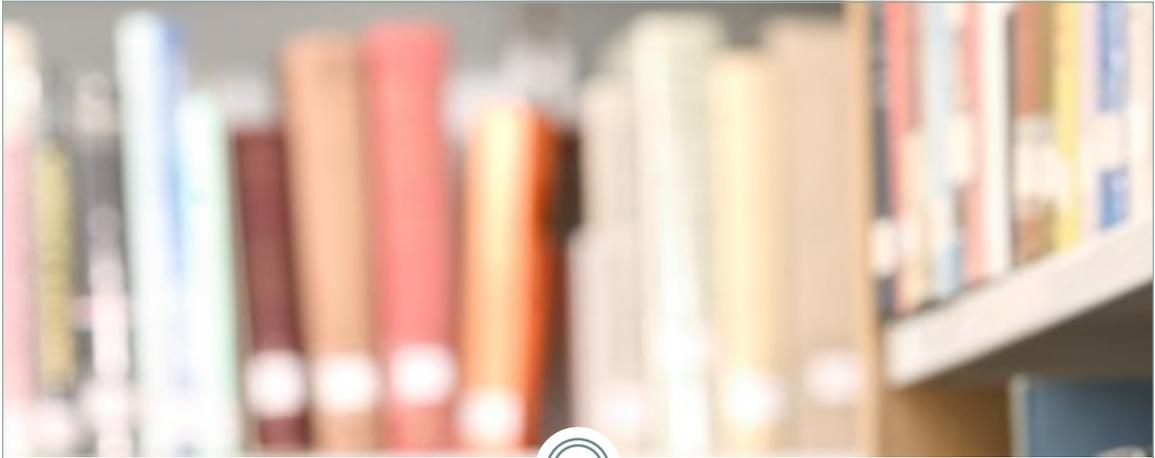
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## 10-hour Conflict Resolution in the Workplace Course: Prince George Businesses

AK C & C provides the following services:

- Conflict Resolution Training
- Conflict Mediation
  - Two party
  - Multiparty
- Conflict Coaching
- Conflict Styles Assessment
- Personality Type Assessment
- Executive Coaching
- Communication Skills Training
- Proofreading and academic editing

Andrew Kitchenham Consulting & Coaching  
*Consulting with a purpose*



### Course Overview

In general, this course is offered over five consecutive weeks and each week will entail a two-hour commitment from participants. It is tailor made to the post-secondary professional audience but often it includes a different topic each week dealing with conflict in the workplace. It will be delivered online to maximize participation across the province and will utilize Zoom as the learning platform (see <https://zoom.us/> for further information or to download the app). Participants will have the opportunity to interact with Dr. Andrew Kitchenham as well as with each other. Further information can be found by contacting him at [2doc@andrewkitchenhamconsulting.com](mailto:2doc@andrewkitchenhamconsulting.com).

The course will result in a certificate after completion of the 10 hours, if participants need proof of the course. The target offering will be those individuals who work in Prince George business settings but all are welcome.

The course is delivered as part of the services from [Andrew Kitchenham Consulting and Coaching](http://www.andrewkitchenhamconsulting.com) and is not affiliated with any university or college program.

**Cost: 500.00 per person and as an introductory offer, Prince George Chamber of Commerce members will also receive a complimentary conflict styles assessment (a \$150.00 value) .**

Start and end date: To be negotiated based on availability

### Organizations who deal with conflict:

- Identify issues more quickly,
- Are able to find solutions more quickly,
- Have improved productivity and growth
- Save 1000s of dollars
- Have employees that report a healthy and enjoyable workplace



## Schedule of Classes

Each two-hour session will concentrate on a different topic related to conflict resolution in the workplace. All sessions will encourage participation between the instructor and the participants.

Participants are invited to bring examples (real or hypothetical) to each class that will assist the focus on the week's topic of discussion.

### WEEK 1: WHAT IS CONFLICT

We will begin the course with a discussion of what conflict is and what it is not. As well, we discuss the positive and negative consequences of conflict and when to try and resolve a conflict and when to either walk away or get further assistance.

### WEEK 2: CONFLICT STYLES

In the second week, we will examine the five dominant conflict styles and how they are assessed. We will also investigate what each style looks like in the workplace.

### WEEK 3: DEALING WITH ANGER

In the third week, we will examine anger in the workplace and its integral role in workplace-based conflict. The discussion will include dealing with one's own anger and with others' anger.

### WEEK 4: WORKPLACE SCENARIOS

In the fourth week, we will explore instructor-provided workplace-based conflict situations as a starting place for group role playing. Participants are also invited to bring in their own examples after considering the three preceding weeks of instruction.

### WEEK 5: AFTER CONFLICT

In this last week, we will discuss what happens when the conflict has been resolved and you are left to work with the original participants. We will also delve into the reality of short-term conflict resolution and what can be done to attempt long-term resolution.

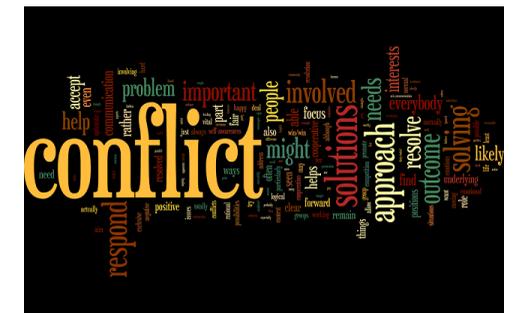
### ABOUT ANDREW FAUST-KITCHENHAM

Dr. Andrew Faust-Kitchenham has trained at the Justice Institute of British Columbia (JIBC) from which he obtained an Associate Certificate in Leadership and Conflict Resolution. At the JIBC, he also took additional courses in conflict mediation, negotiation, conflict coaching, communication skills, legal procedures and processes, and anger management.

Additionally, he completed a Certificate in Conflict Mediation with an out-of-province institution and is a certified mediator and a member of Alternative Dispute Resolution—BC and Alternative Dispute Resolution Institute of Canada. He holds the national designation of Qualified Mediator.

He has several degrees at the undergraduate and graduate levels from three different universities, has taught adults for over 30 years, and has delivered 100s of professional development workshops across BC and the world.

Andrew Kitchenham Consulting and Coaching was launched in 2019.



*Conflict Resolution in the Workplace*