

MANAGING AND EMBRACING CONFLICT

20-21 MARCH 2020

INTERNATIONAL SCHOOL OF LONDON-QATAR

SUMMARY

This two-day course focuses on the vital work leaders must do to manage and embrace conflict in their professional lives.

During the course, participants learn to identify when they are in a conflict and what their roles and responsibilities are within such a situation; strategies and protocols to draw on for further conversations / dialogue / discussion to prepare for, engage in, and manage conflicts; and to explore ways to recognise and avoid conflicts.

The course will address the following questions:

- What are the different types of conflict?
- Why are conversations important in conflict?
- What are strategies or protocols that we can draw on to guide us through conflicts?
- How can you be proactive in conflict management?

Through scenarios, reflection, conversation mapping, and structured discussions, individuals will gain tools and strategies in order to manage and embrace conflict.

COURSE FEES

ECIS NON-MEMBERS: **£700**

ECIS MEMBERS - receive the below discounts from **£495.00**

Level 1 @ 10% discount: **£445.50**

Level 2 @ 15% discount: **£420.75**

Level 3 @ 20% discount: **£396.00**

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FACILITATOR

Sally Burbeary has worked in education for over twenty years, initially teaching Design Technology in secondary schools before re-training to teach English as a Second Language. She has taught both in the UK and internationally.

She now uses her skills in a consultancy role. This includes being a setter (writing ESOL exam papers), examiner, moderator, teacher trainer, EQA (external quality assurer) and mentor and observer of trainers, in addition to co-writing a book supporting science students with their English skills.

THE VENUE

**International School of London - Qatar
North Duhail
Umm Şalāl Muhammed
Doha**



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