

## **Federal Public Service Inter-departmental ICMS Training/Practitioner Subcommittee**

**Date:** December 9, 2009

**Location:** Ottawa, Canada

### **Description:**

*Richard Hart of ProActive ReSolutions will facilitate a 1½ hour roundtable session discussion for conflict resolution practitioners in the Federal Public Service. Drawing on ProActive's extensive experience in delivering conflict management services in workplaces and communities around the world, Richard will present his thoughts on a range of topics as the jumping-off point for an exciting group exploration of the conflict landscape. Topics up for discussion will include:*

- *Approaches to understanding and assessing conflict*
- *Specific processes for preventing and addressing conflict, including: training; "direct" dialogue; facilitated group conflict transformation processes; group problem-solving processes; etc.*
- *Best practices for specific processes*
- *The importance of evidence-based processes and practices*

*Attendees are encouraged to bring their own opinions and experiences, and join what promises to be an exciting exchange of ideas!*