



## ***Track n° 1: Trainer Certification in Managing Workplace Conflict***

***Fee : 995€***

### **Resources you receive:**

- Leader Guide containing flexible presentation formats
- PowerPoint presentations — [view show](#)
- Book [Managing Differences](#)
- Instructional Video — [view intro](#)
- Coaching Video — [view coaching video launch pad](#)
- Participant workbook for each of the three modules
- Presentation: "Weaving Mediation into the Fabric of Organizations" — [A Strategic Approach](#) to Conflict Management. Certified Trainers receive a CD containing a 90-slide PowerPoint presentation and an audio recording of Dr. Dana's delivery of the presentation to aid in preparing your own customized presentation from 30 minutes to three hours.
- Certificate : "Certified Trainer of Managing Workplace Conflict"

### **Plus**

- A pre-paid order for 10 sets of participant resources (1100€ value), so you are ready to provide training promptly upon return to your organization or to your client. Many new Certified Trainers use this opportunity to completely recover in one day their registration fee for attending the Certification Conference.
- [Uncovering the Hidden Costs of Conflict](#) — An eye-opening interactive presentation (15 minute and 45 minute versions).
- [Weaving Mediation into the Fabric of Organizations](#) — A blueprint for the strategic management of organizational conflict (approximately 45 minutes).
- Unrestricted complimentary use of the [on-line assessment instruments](#) for their clients, a compelling value-added resource for marketing in-house training. [See how it works.](#)
- A second certificate, titled "Certified Professional in Managing Workplace Conflict," may be requested at the time of conference registration for 25€ (35€ if requested subsequently). The "Certified Professional" certificate may not be substituted for the "Certified Trainer" certificate; it is made available at the cost of handling for the convenience of Certified Trainers who wish to represent themselves as "professionals" rather than as "trainers."



## *Track n° 2: Managers 695€*

### **Resources you receive:**

- Seminar sourcebook: [Managing Differences](#)
- Participant Workbook for each of the three modules
- Coaching video — [view coaching video launch pad](#)
- Certificate suitable for framing: "Certified Manager of Workplace Conflict"

### **Plus**

- A pre-paid order for an [organizational assessment](#) using the *Dana Measure of Financial Cost of Organizational Conflict* and the *Dana Survey of Conflict Management Strategies* (550€ value).
- [Uncovering the Hidden Costs of Conflict](#) — An eye-opening interactive presentation (15 minute and 45 minute versions).
- [Weaving Mediation into the Fabric of Organizations](#) — A blueprint for the strategic management of organizational conflict (approximately 45 minutes).

## *Track 2a: Non-supervisory 495€*

### **Resources you receive**

- Seminar sourcebook: [Managing Differences](#)
- Participant Workbook for each of the first two modules: *Necessary Knowledge*, and *Successful Conflict Conversations*.
- Certificate of completion



### *Track n° 3: Professionals 695€*

#### **Resources you receive:**

- Seminar sourcebook: [Managing Differences](#)
- Participant Workbook for each of the three modules
- Coaching video — [view coaching video launch pad](#)
- Certificate suitable for framing: "Certified Professional in Managing Workplace Conflict"

#### **Plus**

- [Uncovering the Hidden Costs of Conflict](#) — An eye-opening interactive presentation (15 minute and 45 minute versions).
- [Weaving Mediation into the Fabric of Organizations](#) — A blueprint for the strategic management of organizational conflict (approximately 45 minutes).
- Unrestricted personal access to [on-line assessment instruments](#).



#### *Track n° 4: Refreshers 295€*

##### **Resources you receive:**

- Latest version of Leader Guide
- Latest versions PowerPoint presentations — [view show](#)
- Seminar sourcebook: [Managing Differences](#)
- Latest version of instructional video — [view intro](#)
- Coaching video — [view coaching video launch pad](#)
- Latest versions of Participant Workbook for each of the three modules
- Updated certificate: "Certified Trainer of Managing Workplace Conflict"

##### **Plus**

- [Uncovering the Hidden Costs of Conflict](#) — An eye-opening interactive presentation (15 minute and 45 minute versions).
- [Weaving Mediation into the Fabric of Organizations](#) — A blueprint for the strategic management of organizational conflict (approximately 45 minutes).
- Unrestricted personal access to [on-line assessment instruments](#).



#### *Track n° 5: Guests -- free (no shows 695€)*

##### **Resources you receive:**

- Seminar sourcebook: [Managing Differences](#)
- Participant Workbook for each of the three modules