## Why Adventurous Conversations?

When managed well, conflict can create opportunities for growth and development.

When it becomes problematic the impact can be detrimental to workplace relationships, culture and productivity.

We provide training in conflict management for staff.

We offer restorative mediation processes for colleagues, teams and groups affected by conflict.

#### You can expect:

- Professional, ethical practice
- A qualified, experienced facilitator and trainer
- To go at the pace and level that works best for all concerned
- Processes that are collaborative, appreciative and relational
- Adventurous conversations

Adventurous Conversations PO Box 754 Thames 3540 Email: admin@adventurousconversations.com Website: www.adventurousconversations.com Phone: +64 27 604 9605

Contact by phone between 8am and 5pm weekdays website or phone, text, Messages are confidential Appointments can be made by

Bookings are essential

contact you in confidence When leaving a message, let us





# Managing Conflict

A restorative approach

Colleagues - Teams - Groups

Online or on-site (by negotiation)

Qualified, experienced trainers and facilitators



Wendy Talbot

Consultant
PhD, MCouns, BCouns, CATE, MNZAC

### **About Conflict**

Conflict is inevitable. It can impact the relationships we have with ourselves, with others and with our life experiences.

At times, conflict becomes problematic and undermines our personal and professional situations.

Effective conflict management can help understand the issues that impact on relationships and situations and develop more satisfying ways of resolving them.

A collaborative and restorative approach can help create a safe and respectful environment for conflict to be addressed effectively.

## Our process involves

- Clarifying the process, rights, responsibilities and commitments
- Discussion about confidentiality and its limits
- Identifying the issues, hopes and expectations of all involved
- Individual and/or joint sessions by mutual agreement
- Attention to cultural and contextual factors
- A collaborative, relational approach
- Creating a safe, respectful environment
- Making space to speak, hear, acknowledge, understand and strategize without coercion
- Reflection, review and evaluation of the process

## Experience and background

Conflict mediation and training has been a focus of my practice for more than twenty-five years. Work has included counselling, supervision, ethics, teaching and consulting.

See our website to learn more about me, my qualifications and experience.

### Want to know more?

If you would like to know more about our conflict training and restorative mediation services, we would love to hear from you. We offer no-obligation, complimentary, 30-minute consultations by phone or online.

Contact us to arrange a noobligation complimentary 30minute introductory consultation

#### Contact us

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