

# Conflict Resolution for Housing Associations

**When:** Tuesday 24<sup>th</sup> April 2012, 9.30am.

**Where:** The Holte, Aston Villa Football Club, Birmingham, B6 6HE.

## Event Schedule

- 9.30 am:** Arrival refreshments, Registration and networking.
- 9.50 am:** Welcome – Craig Swallow, Connexion2.
- 10.00 am:** Presentation – Bob Stevens, Viridian Housing.
- 10.30 am:** Identifying common causes of conflict in the Housing sphere together.  
Discuss suggested strategies of how to manage conflict using a variety of communication skills.
- 12.30 pm:** Lunch
- 13.30 pm:** The 'Danger Triangle' – identifying and minimising exposure to risk.  
  
Patterns of behaviour – understanding and recognising the physical traits that people display becoming agitated.  
  
'Fight or Flight?' – what to consider when deciding to stay or leave a difficult situation. Will you be able to justify the use of reasonable force?  
  
Incident reporting – developing a culture to encourage and support the prompt reporting of incidents.
- 15.30 pm:** Refreshments, networking and close.

**For more information please visit:**

<http://www.connexion2.com/Conflict-Resolution-for-Housing-Associations.asp>

Or contact Rob Harris on 0844 856 6606 / rob.harris@connexion2.com

# Conflict Resolution for Housing Associations

## **Order Form:**

Please note; you can only reserve a place on the course by returning a completed order form and arranging payment prior to the event.

Name: \_\_\_\_\_ Organisation: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

# of places required? \_\_\_\_\_

Name of attendees - if booking on behalf of colleague(s):

1)	5)
2)	6)
3)	7)
4)	8)

If you have any special dietary requirements please advise on e-mail to [rob.harris@connexion2.com](mailto:rob.harris@connexion2.com)

## **To Pay by credit card:**

Name on card:	
Card Type:	
16 digit Card #:	
Issue # if applicable:	
Start Date:	
Expiry Date:	
3 digit security number:	
Amount taken is £110 + VAT x # of places required.	
Address linked to card:	

## **To Pay by cheque:**

Please make all cheques payable to:

**Connexion 2 Limited**

The delegate rate is £110 + VAT per space reserved.

**Order forms and cheques** can be sent for the attention of Robert Harris, Connexion2, Unit 5 Carrera Court, Church Lane, Dinnington, Sheffield, S25 2RG.