

## Monica Hawkins

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**From:** AMO Events <events@amo.on.ca>  
**Sent:** Tuesday, July 20, 2021 2:35 PM  
**To:** Monica Hawkins  
**Subject:** Navigating Conflict Relationships as an Elected Officials

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July 20, 2021

### **AMO Training Navigating Conflict Relationships as an Elected Official**

**September 14/15, 2021**

This training is an opportunity to gain skills in building collaborative relationships and negotiating difficult ones in your role as an elected municipal official.

Elected officials run for municipal office for a variety of reasons which include providing leadership, stewardship and improving their local communities.

However municipal life is very much a people-oriented business, meaning elected representatives must engage in and build a wide variety of relationships with constituents, municipal staff, other elected officials, other orders of government and community organizations to name a few.

Not all relationships are smooth sailing and conflicts are inevitable. Sometimes the waters become choppy especially when navigating challenging relationships and conflict situations.

Having conflict-free and collaborative relationships can play a significant role in helping locally elected officials carry out their collective responsibilities as decision-makers of their communities.

During this 2-part virtual, interactive workshop, we will explore the constructs, traps and pitfalls of conflict relationships, why relationships may go wrong and how to approach, plan and execute relationships successfully using practical tips, tools and real-world examples.

#### **Who Should Attend?**

Locally elected municipal representatives.

### **Learning Objectives:**

- The typical patterns of behaviour that give rise to creating “conflict traps” and how to escape from them.
- The secrets of neuroscience and how this knowledge can give us a heads-up on what we should do in the moment.
- Understanding conflict styles and how these can create obstacles or pave the way toward collaboration.
- The importance of moving from a position-based to an interest-based approach in order to create a win-win, value-add relationship.
- The roles of empathy and assertiveness in relationship formation.
- Learning effective and practical communication tools which include:
  - o Avoiding communication blockers,
  - o First words to use,
  - o The difference between Acknowledging vs. Agreeing,
  - o A simple yet powerful 4-step technique to assist in having better and more collaborative conversations.

### **Date:**

- Part 1: September 14, 2021-10am-12:00pm
- Part 2: September 15, 2021 – 10am-12:00pm

### **Registration:**

- \$200.00 + HST
- Limited to 20 participants (first come first served)

**\*\* A \$50.00 cancellation fee applies\*\***

[Register here.](#)



**Session Facilitator:** [Sharad Kerur](#)

Sharad Kerur created and leads Resolution Pathways as its CEO which assists people and organizations to resolve conflicts.

Sharad has a Bachelor of Commerce (Honours) and Master of Industrial Relations from Queen's University, with a focus on negotiation theory and alternative dispute resolution methods.

For over 30 years, Sharad held senior level positions in the union and association sectors. His most recent positions was Executive Director of the Ontario Non-Profit Housing Association (ONPHA), Canada's largest non-profit housing association. As a result, he has a strong grasp on the "business" of non-profit organizations and associations, and real-world experience in negotiation and mediation.

He is Harvard-trained having obtained a Certificate in Mediating Disputes and a Certificate in Negotiating Difficult Conversations from the Harvard Negotiation Institute (Harvard Law School) and also holds a Certificate in Dispute Resolution and an Advanced Certificate in Dispute Resolution, both from the University of York located in Toronto.

Sharad holds a Q.Med (Qualified Mediator) designation from the ADR Institute of Ontario, is an accredited C.C.Med (Chartered Community Mediator) from the Ontario Community Mediation Coalition, is a CINERGY® Certified Conflict Management Coach, and is a Certified Workplace Fairness Analyst accredited by the Workplace Fairness Institute of Canada.

He has also obtained a Certificate in Civil Procedures for Non-Lawyer Mediators from the ADR institute of Ontario.

Currently he is on the Community Mediation Roster and Associate Mediation Roster with St. Stephen's Community House (Conflict Resolution & Training), where he has also served as an instructor in their mediation and conflict resolution training programs and the mediation roster for the Office of the Independent Police Review Director (OIPRD).

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