



CONFLICT COACHING TRAINING

with Tricia S. Jones, Ph.D.
author of *Conflict Coaching* (Sage, 2008)

8:30 AM-4:30 PM, December 9-11, 2011 or May 14-16, 2012
Hilton Garden Inn Ft. Washington, PA (near Philadelphia)

Fortune 500 Companies and United States Government Agencies Are Using Conflict Coaching As Part Of An Effective Conflict Management System

Dispute Resolution Professionals, HR Specialists, Lawyers, and OD Experts Can Increase Their Value By Learning Conflict Coaching

What Is Conflict Coaching?

- Conflict Coaching is a one-on-one process to develop a client's conflict understanding, interaction strategies and/or interaction skills
- It can be used to support those stuck in conflict, polish existing leaders, and develop future leaders
- Conflict coaching is appealing because it is always customized to the individual client and can be very cost and time effective.

Benefits of Conflict Coaching Training

- Learn the Comprehensive Conflict Coaching model and how to adapt it to a variety of situations
- Understand how to integrate conflict coaching with other dispute resolution processes
- Develop strategies for evaluating the impact of conflict coaching for the individuals and organization(s) you serve

3-Day Training Series Options

- December 9-11, 2011 with Tricia S. Jones
- May 14-16, 2012 with Tricia S. Jones
- Or contact us to schedule your own group



Early Bird Rate
(depends on event)

\$899.00

Regular Rate
(min. 2 weeks prior)

\$999.00

See registration form
for important details

To Register Or Get More Info...

Conflict Coaching Matters LLC
407 W. Turnberry Ct.
West Chester, PA 19382
T/F 267-351-6555
info@conflictcoachingmatters.com

www.ConflictCoachingMatters.com



CONFLICT COACHING TRAINING — REGISTRATION FORM

December 9-11, 2011 or May 14-16, 2012 at the Hilton Garden Inn Ft. Washington, PA (near Philadelphia)

A. Participant Information

First Name		Last Name	
Job Title		Organization	
Address			
City		State/Province	Zip/Postal Code
Email		Telephone	

B. If Registering for the DECEMBER Training — Payment Amount (Select Appropriate Box)

Early Bird (payment rec'd by 10-24-11) \$899.00 Regular (payment rec'd by 12-2-11) \$999.00 Door (if avail.) \$1099.00

C. If Registering for the MAY Training — Payment Amount (Select Appropriate Box)

Early Bird (payment rec'd by 3-14-12) \$899.00 Regular (payment rec'd by 4-30-12) \$999.00 Door (if avail.) \$1099.00

D. Method of Payment (Select One)

- Check (Submit check, drawn on a US bank, by mail along with completed registration form. Make check payable to CCM LLC.)
 Credit Card Payment (Complete remainder of registration form and fax, email as a PDF, or mail.)

E. Credit Card Details

Charge the payment amount indicated above (see "B" or "C") to my: MasterCard Visa AMEX

Credit Card Number	Expiration	Security Code (3 or 4 digits on card)
Credit Card Billing Address		
Cardholder's Name (exactly as it appears on card)	Cardholder's Signature	

F. Other Important Information

Transportation, Accommodation, Training Location & Times. The training will take place at Hilton Garden Inn Ft. Washington (HGI) (215-646-4637), 530 Pennsylvania Avenue, Ft. Washington, PA 19034. HGI is conveniently located close to Route 309 and the I-276 Pennsylvania Turnpike (Ft. Washington Exit 339). It is a 45 minute (approx.) drive from Center City Philadelphia, the 30th Street Amtrak Station and the Philadelphia International Airport. It is a one hour (approx.) drive from Newark International Airport. The Best Western Ft. Washington Inn (215-542-7930) and the Holiday Inn Ft. Washington (215-643-3000) are each less than a five minute drive from HGI. Training is provided from 8:30 AM to 4:30 PM on each of the scheduled days.

Registration Limits & Completion. Registration is limited and honored on a first paid basis. Registration is only considered complete once the total payment has been processed.

Registration Cancellation, Transfer & Postponement. All requests for registration cancellations, transfers, and postponements must be made in writing. *Cancellation* – Cancellations/refunds are only available 30+ days prior to the start of training. The refund payment (minus a 20% processing fee) will be made within 30 days after the end of the training. *Transfer* – Registration is transferable between individuals anytime prior to the start of training. No fee applies. *Postponement* – Postponement requests for health or other emergency circumstances will be considered on a case-by-case basis at the sole discretion of CCM. If a postponement request is granted, the registrant or transfer designee will have one year from the date of the initially scheduled training to take part in another open enrollment training offered by CCM. A 10% processing fee must be paid when registering for a make-up training.

Other Details. Conflict Coaching Matters LLC is not responsible for any participant expenses incurred due to terrorism or acts of God, including all types of extreme weather. In the unlikely event the scheduled trainer(s) cannot lead the program, CCM may provide other qualified personnel. Training participants are responsible for their own accommodation, food, and transportation needs.

G. To Complete Your Registration and/or Request Additional Information

Conflict Coaching Matters LLC (CCM), 407 W. Turnberry Ct., West Chester, PA 19382
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