



*Postgraduate Core Competencies Program
Faculty of Medicine, McGill University*

Negotiation and Conflict Resolution

Thursday, October 17, 2013

1:00 pm – 4:30 pm

Arnold & Blema Steinberg Medical Simulation Centre
3575 avenue du Parc, Suite 5640

**This session is for all medical trainees at McGill University.
Space is limited: 60 seats**

All residents may experience conflict – with their peers, supervisors, other health professionals, patients, or in their personal life. During this half-day, residents will learn approaches to addressing and resolving conflicts, and have the opportunity to apply these principles to their own context.

Proposed Agenda

12h15	Registration
13h00	Plenary lecture ' Negotiation & Conflict Resolution for Resident's ' by Dr. Caroline Goyer and Dr. Sero Andonian
02h00	Break
02h10	Separation into groups
02h15	Scenarios: ' Conflict Negotiation in Action '
03h45	Large group debrief
04H15	Adjournment

Workshop Goals

At the end of this workshop you will be able to:

1. Define conflict, conflict resolution, negotiation, mediation and arbitration
2. Recognize 5 conflict handling modes
3. Analyze the components of a conflict
4. Describe an approach to negotiation
5. Apply this approach to your own conflict situations

**Upon request, McGill University certificates will be distributed to attendees who have completed the session.*