



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

## **Negotiation and Conflict Resolution**

**Thursday, October 30, 2014**

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: 55 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**

12:30 – 1:00	Registration
01:00 – 2:00	Plenary lecture ' <b>Negotiation &amp; Conflict Resolution for Resident's</b> ' by Dr. Caroline Goyer and Dr. Sero Andonian
02:00 – 2:10	Break
02:10 – 2:15	Separation into groups
02:15 – 3:37	Scenarios: ' <b>Conflict Negotiation in Action</b> '
03:40 – 4:15	Large group debrief - Adjournment for residents
04:15 – 5:00	Facilitators debriefing session (large conference room)

### **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 attended & completed the session.