

*What might you do when only one of the disputants shows up or wants to participate in mediation?  
Have you considered proactive ways to help people prevent unnecessary conflict?*

ISE is honoured to present the **CINERGY™ CONFLICT MANAGEMENT COACHING WORKSHOP**. Conflict management coaching, also known as conflict coaching, is a specialized niche in the field of coaching and conflict management. It is a process in which a trained coach assists people, on a one-on-one basis, to effectively manage their interpersonal disputes and enhance their conflict management skills. This technique may also be used to coach people to more confidently and effectively participate in mediation, negotiation and relational conflicts.

### WHO SHOULD ATTEND

The training will be of specific interest to coaches, workplace and other mediators, HR Professionals, lawyers and others who work with people in conflict.

### WHEN

13-16 May 2017  
(Saturday-Tuesday)

9:00-17:00 (daily)

### WHERE

Financial Dispute Resolution Centre  
(FDRC)  
Unit 3701-4, 37/F, Sunlight Tower,  
248 Queen's Road East, Wan Chai,  
Hong Kong

### PROGRAMME FEE

HK\$15,600

### EARLY BIRD

HK\$13,800  
by completed payment on or before  
18 March 2017

### Enquiry

Email: [info@hkise.com](mailto:info@hkise.com)  
Tel: 2851 6006



Upon completion of the Conflict Management Coaching Workshop, participants will be able to:

- ✓ Understand the theory, principles and the types of skills of applying the CINERGY™ model to provide conflict management coaching.
- ✓ Apply the model and techniques in mediation process.
- ✓ Coach clients to shift destructive reactions to constructive responses.
- ✓ Assist clients to more effectively communicate in conflict situations.
- ✓ Help clients to develop skills to manage disputes more collaboratively.

### Accreditation:

This workshop has been approved for 31 hours of Continuing Coaching Education Units from the International Coach Federation (19 hours ICF Core Competencies and 12 hours Resource Development) if participants read Chapters 2 and 4 of Conflict Management Coaching: The CINERGY Model prior to the workshop. Otherwise, 28 hours, with 3 hours less for Resource Development will be allocated.

## CINERGY™ CONFLICT MANAGEMENT COACHING WORKSHOP

We are pleased to offer an exclusive and unique opportunity to expand your repertoire of conflict management skills, and gain a remarkable insight into the process known as conflict management coaching. Certified coach (PCC) and mediator (C.Med), Cinnie Noble, LL.B, LL.M (ADR) is a pioneer of this technique - having created the CINERGY™ model of conflict coaching in 1999 - and she will conduct the upcoming four day course. These interactive and dynamic workshops, that teach others to employ this specialized process, are held worldwide and this will be the first time one is held in Hong Kong. Cinnie is author of Conflict Management Coaching: The CINERGY™ Model (<http://www.cinergycoaching.com/conflict-management-coaching-book/>) and Conflict Mastery: Questions to Guide You (<http://www.cinergycoaching.com/conflict-masteryquestions-guide/>).

*Go to [www.cinergycoaching.com](http://www.cinergycoaching.com) for further information.*

### REGISTRATION FORM

I have read and accepted the terms and conditions set out below. I hereby enclose a cheque payable to "**ISE Consultants Ltd**" (Course Provider) for reserving a seat for the CINERGY™ Conflict Management Coaching Workshop 13-16 May 2017.

Name \_\_\_\_\_

Company \_\_\_\_\_

Position \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Contact number \_\_\_\_\_ Email \_\_\_\_\_

#### Terms and Conditions:

1. Registration will be confirmed upon receipt of full payment by issuing a cheque to "**ISE Consultants Ltd**" and mailing it to "Suite D, 4/F, 88 Commercial Bldg., 28-34 Wing Lok Street, Sheung Wan, Hong Kong".
2. Confirmation of application will be issued via e-mail.
3. Receipt of course fee will be issued on the first day of the course.
4. For any cancellations received after the registration deadline (4 weeks before the courses commencement date), there will be no refund, unless a replacement is found by the applicant and may transfer the booking to a replacement delegate. There are no refunds/partial refunds for days/partial days missed
5. The Course fee includes course materials and handouts.
6. Course Provider reserves the right to alter the venue, contents, speaker(s) or otherwise of this course and the right to postpone or cancel this course due to insufficient enrollment numbers or any unforeseen circumstances. In such a case, the course fee, if paid, will be refunded in full.
7. A Certificate of Attendance will be given to participants who have attended 28 hours of the Conflict Management Coaching Workshop.
8. The workshop will be cancelled if a No. 8 typhoon signal or above is hoisted or the black rainstorm warning is raised three hours prior to start of the workshop.

Date \_\_\_\_\_

Signature \_\_\_\_\_