Conflict Management

Thursday, October 5, 2017
McIntyre Medical Building (3655 Promenade Sir William Osler)
Room 208/209

Proposed Agenda

08:00 a.m.  REGISTRATION AND COFFEE
08:30 a.m.  INTRODUCTION
08:45 a.m.  PLENARY I: Conflict Management
09:30 a.m.  SMALL GROUP I: Case Vignettes
10:15 a.m.  REFRESHMENT BREAK
10:30 a.m.  SMALL GROUP II: Developing Strategies for Managing Conflict
11:45 a.m.  WRAP-UP
12:00 p.m.  ADJOURNMENT

Workshop Goals

Following this workshop, participants will be able to: define conflict and negotiation; recognize five conflict handling modes/styles; analyze the components of a conflict; describe a framework to approach negotiation for common scenarios; discuss how to manage conflict up, down and sideways in a hierarchy.

Please register online at www.mcgill.ca/medicinefacdev
as soon as possible, but no later than September 22, 2017.

This workshop is an Accredited Group Learning Activity as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada (Section 1) and the College of Family Physicians of Canada (MAINPRO +).