



# Dealing with High Conflict Personalities



*Are the people you deal with preventing you from achieving success?*

*Learn to manage disputes with high conflict personalities*

## Overview

As a real estate professional you probably already know about effective negotiation, but have you ever wondered why your well-honed skills and strategies are not successful with certain people? Conflict follows some people wherever they go; they have a history of difficult relationships, are chronically adversarial, won't take responsibility for their own actions, blame others for their misfortune, have little self-awareness and give the rest of us a big headache!



This workshop is designed to develop the skills of real estate professionals to apply Alternative Dispute Resolution (ADR) techniques to resolve issues that arise in the real estate context.

Whether you are a real estate salesperson or property manager, this workshop will help you develop some basic strategies and skills for dealing with high conflict personalities, particularly during negotiations and disputes.

## Benefits

The workshop will be facilitated by Kathy Thane. Kathy is an accredited trainer, lawyer and alternative dispute resolution practitioner and has particular expertise dealing with high conflict workplace disputes as an adjudicator, investigator and mediator. With over 20 years of dispute resolution experience (and a background in real estate), Kathy brings some practical tips and strategies that can be used to successfully manage high conflict personalities and disputes.

You will develop key skills and strategies to negotiate the resolution of disputes involving people with challenging personality traits.

The workshop will cover:

- conflict and dispute in the real estate context
- ADR as a means of resolving conflict
- basic ADR strategies and skills for real estate
- identifying high conflict behaviour
- personality traits versus personality disorders
- the four most common personality disorders
- 'negative advocates' (the enablers) and the high conflict personality
- particular ADR strategies and skills for dealing with high conflict personalities.

### Learning Outcomes

After completing this workshop you will be able to:

- assess disputes and conflict in the real estate context
- apply basic ADR skills and strategies to negotiate resolution
- identify the high conflict personality
- apply specific skills and strategies when dealing with the high conflict personality.



### CPD points

On successful completion of this workshop, real estate participants will achieve 8 of the required 12 points of professional development to meet the ACT Office of Regulatory Services (ORS) conditions for the renewal of a licence or certificate of registration.

### Details

**Date:** One full-day workshop on Thursday 9 August 2012

**Time:** 8.30am - 4.30pm

**Where:** WISDOM Learning Centre Fairbairn ACT

**Cost:** \$660, including all materials and gourmet catering

This workshop is also available as part of our ACT CPD Package which enables participants to achieve 12 ACT CPD points. Contact us to discuss the options available.

### How to register

Register online at [www.wisdomlearning.com.au](http://www.wisdomlearning.com.au) or contact us for more details.