



# Interpersonal Skills Training: The Art of Dealing with Conflicts

23, 26 Aug & 3, 10 Sep 2011 (4 sessions)



## Objective

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The workshop aims to enable gifted students to:

- ❖ equip themselves with effective communication skills
- ❖ be confident in handling conflict situations when they come across them

## Contents

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- ❖ Self-reflection on own communication method
- ❖ Key elements of effective communication
- ❖ Empathic attitude and skills
- ❖ Acceptance and appreciation of different opinions and viewpoints
- ❖ Source of Conflicts
- ❖ Understanding on conflict influence
- ❖ Six steps of Restorative Questioning
- ❖ Use of 'I' message in daily life

## Trainers

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Registered Social Workers from the Centre for Restoration of Human Relationships

## Programme Details

<b>Date, Time &amp; Venue</b>	23, 26 Aug & 3, 10 Sep 12 2011 (Please refer to Appendix for details)
<b>Target Participants</b>	S1 – S3 student members
<b>Class Size</b>	30
<b>Medium of Instruction</b>	Cantonese
<b>Course Requirement</b>	<p><b>Certificate</b> will be awarded to participants who are able to fulfill all the course requirements which include:</p> <ul style="list-style-type: none"> <li>❖ Attending of ALL sessions AND</li> <li>❖ Completing a self-reflection assignment with satisfactory performance</li> </ul>
<b>Intended Learning Outcomes</b>	<p>Upon completion of the programme, participants should be able to:</p> <ul style="list-style-type: none"> <li>❖ Get acquainted with the key elements of effective communication</li> <li>❖ Relate the importance of effective communication for building interpersonal relationship to oneself</li> <li>❖ Identify the source of conflicts and its negative and positive aspects</li> <li>❖ Apply conflict resolution techniques to handle interpersonal conflicts in daily life (such as work with other in a team, relate with friends and family etc)</li> </ul>
<b>Course Fee</b>	Free of charge
<b>Application Procedure &amp; Deadline</b>	<ul style="list-style-type: none"> <li>❖ Students should complete and submit the Online Application Form at the website: <a href="http://hkage.org.hk/en/sz_programmes.html?pd=open">http://hkage.org.hk/en/sz_programmes.html?pd=open</a> on or before <b>15 Aug 2011 (Mon)</b>. Late application will not be considered.</li> <li>❖ The application result will be announced via email to the student member by <b>17 Aug 2011 (Wed)</b>. For those who have not received email by the due course should contact the HKAGE by phone.</li> <li>❖ Successful applicants should complete the “Confirmation Slip” attached in the result announcement email and fax/mail to the HKAGE by the deadline mentioned on the slip.</li> </ul>
<b>Enquiry</b>	For enquiries, please contact Ms Yip at 3698 3500 or Mr Li at 3698 3498.

## Appendix: Programme Schedule

Session	Date (2011)	Time	Room No.	Venue
1	23 Aug (Tue)	2:30 – 5:30pm	W420	Kowloon Tong Education Services Centre, 19 Suffolk Road, Kowloon Tong
2	26 Aug (Fri)	2:30 - 5:30pm	W420	
3	3 Sep (Sat)	10:00am - 13:00pm	W418	
4	10 Sep (Sat)	10:00am - 13:00pm	W303	

### Remarks:

In case of cancellation of a lesson due to adverse weather conditions or outbreak of Swine Influenza A (H1N1), the cancelled lesson will be rescheduled on **17 Sep 2011 (Sat)** [Venue: To be confirmed].