

MANAGING CONFLICT AND STRESS AT WORK 2012

CONFERENCE PROSPECTUS

LONDON, 21ST MARCH 2012



CONFRONTING A MODERN EPIDEMIC

Managing Conflict and Stress at Work 2012 promises a diverse mix of high profile speakers, expert insight and practical techniques and take aways for tackling the two critical issues of unhealthy workplace conflict and stress. With an emphasis on addressing how to confront these issues and showcasing a range of case studies and innovative approaches for confronting what are twenty-first century epidemics, this lively event will give delegates a wealth of practical take aways to confront stress before it takes hold and provide a pragmatic response to keeping a firm lid on bitter disagreements.

Suitable for leaders and managers of people, HR, occupational health and organisational development specialists as well as ***anyone who occasionally finds themselves in the midst of a bitter dispute or under pressure of stress from work***, this unique event will bring together thought leaders and practitioners from varied HR, other professional and academic backgrounds, offering excellent opportunities for knowledge sharing and networking. The results of recent surveys of organisational responses to stress management and bullying and strong management will also be profiled.

The event will be held over one day at a state-of-the-art conference centre in central London. All delegates will receive a complimentary copy of the best selling Kogan Page book *Managing Conflict at Work*, alongside delegate packs and other supporting materials. The full conference fee of £199* per delegate includes lunch and refreshments.

REAL PRACTICE AND POWERFUL TECHNIQUES

Managing Conflict and Stress at Work 2012 aims to equip all delegates with a wealth of ideas, tools and practical approaches for combating stress in their organisations. The conference will be different for its emphasis on practice rather than theory - packed with illuminating presentations and workshops but not a talking shop!

Confirmed programme themes include:

- Conference introduction.
- Keynote: High Stress.
- Micro-tools for breaking the spiral of stress.
- Powerful techniques for resolving conflict (including the RESOLVE mediation model).
- Applied mindfulness (followed by meditation taster).
- Avoiding hi-jacking by invasive technologies.
- Resisting the expectations of a 'be here, be heard and work harder' culture.
- Applied coaching for managing stress.
- Considering traditional and alternative approaches for managing stress.
- Shared insights: learnings from recent research.
- What happened to the happy company? A reflection on the perils of dropping initiatives thought to be suitable just for 'good times'.
- Doing more whilst working less.
- Dealing with internal grievances.
- Thinking strategically: creating a road-map for combating conflict (and assessing its effectiveness).
- Stopping the spiralling consequences of bullying.
- Breakdown and recovery.

Themes covered will include insights of setting the people management agenda in a high-pressured, 56,000 strong organisation, a focus on conflict and its links with stress, and views from those who've been battled down by stress and what they found helped them cope. An interactive 'from the floor' specialist question and answer panel with delegate discussion will also feature. The conference will be like no other - with real practitioners and those that have been at the coal face, the sharp end of life.

EMINENT SPEAKERS

Speakers include Martin Tiplady, former Group Director of HR for the Metropolitan Police, Ian Price, leading business psychologist and author, and Kit Carson, a leading sports coach. A plenary panel will also include a senior ACAS adviser.

MARTIN TIPLADY OBE CCIPD

Former Group HR Director with the London Metropolitan Police Service and now Chief Executive of Chameleon Consulting, Martin's career has involved steering the HR departments of several large organisations through challenging times. Highly esteemed and a popular speaker, Martin's insights, anecdotes and candid thoughts inspire and educate.

IAN PRICE

A CEO turned business psychologist, Ian helps leaders and firms achieve more by doing less. His expertise is way we work in the 21st century: e.g. being connected 24/7, long-hours culture, email addiction. His book, 'The Activity Illusion', is rated a "must read" by the Chartered Management Institute. Ian writes for The Guardian, has appeared on an ITV1 Tonight special on work-life balance and is a regular speaker at industry events. Through his consultancy, he helps clients improve engagement and productivity and reduce stress.

Ian observes that in straitened financial times, we all need to do more with less, and asks: what are the consequences of the way we work in the 21st century for employee engagement, wellbeing and productivity? What has been the impact of rapid penetration of communications technology on productivity, cognitive performance and leadership behaviours? Ian will lift the lid on what is wrong with the way we work today and offers some compelling tools to reverse the trend.

KIT CARSON

A sports coach whose work often covers wellness, resilience and counter-bullying responses, Kit brings a wealth of ideas from his working with athletes and others whose ability to manage stress off of the sports field matters as much as their performance in the public eye. Kit has discovered and developed the talents of numerous young football players who went on to become professionals in England and Europe.

Kit was for 10 years Junior Football Manager of Norwich City FC, was a longstanding Academy Director of Peterborough United and one of England's first Premiership Academy Directors. Kit's book 'Young Gifted & Posh', the story of ten individuals coached of Kit's players who've succeeded in professional football will be available for delegates to purchase at a special discounted rate.

LIZ HALL

Journalist, coach, author, trainer, meditation practitioner and editor of 'Coaching at Work' magazine, Liz is one of the best-known names in the coaching world. Liz has been editor of Coaching at Work since its launch in 2005, has been a journalist/writer/editor for 24 years.

Liz has won and been shortlisted for a number of awards including Winner of the Association for Coaching Award for Impacting (Leadership/External Focus) Service to the Wider Community for 2010-11 and the Periodicals Publishing Association Reporter of the Year. She is the author of various publications including Personnel Today's Guide to Employee Screening and is currently working on a book on mindful coaching for Kogan Page. She has an established mindfulness practice and lives in Brighton in the United Kingdom with her husband, three children and two dogs. Liz's forthcoming book, 'Mindful coaching: how mindfulness can transform coaching practice' (to be published by Kogan Page) will look at how all those using coaching in their work, not just professional coaches, can use mindfulness to gain benefits such as greater resilience, enhanced emotional intelligence, better decision-making and problem-solving, and improved relationships.

JACKIE KEDDY

Top-flight mediator, Grievance investigator, writer and conflict specialist, Jackie honed her skills in policing the streets of London before taking on high-profile roles in HR including leading the Met's multiple award-winning in-house



FEEDBACK FROM PREVIOUS EVENTS

"A very practical day; full of 'use straight away' tools. Essential for anyone working in this area."

"Many useful alternative ways of looking at everyday problems and finding solutions."

"Very relevant information provided. Useful tools...Real life examples...Reflective."

"Interesting professional speakers, a good mix of theory and practical application versus participation."

"Informative...excellent examples."

"Lively presentation with good humour and lots of interaction."

"A good opportunity to listen to experience of others."

"Much content was new to me or at least gave a different insight into previous knowledge."

"A lot of ground was covered."

Interactive and engaging... well structured."

"I will look to roll out some of the ideas with managers."

"A great day. Thank you!"

"A worthwhile, interesting, experience...amazing!"

coaching programme. Jackie, a former senior Scotland Yard Detective and seasoned grievance investigator, will be demonstrating a simple but tried and tested investigative tool.

CLIVE JOHNSON

Conflict expert, Trainer, Coach and evaluation specialist and author of several books, Clive's interest in alternative stress management interventions range from horse-whispering and constellation mapping to expressive art and bread-making.

WHY ATTEND?

Stress is now the main cause of long-term sickness absence. Reported cases have soared in the last 4 years. HSE reports that days lost to stress and anxiety cost the UK economy an estimated £3.7 billion each year, and this is on the increase. *Managing Conflict and Stress at Work 2012* puts an emphasis on addressing the costs and harmful impacts of unhealthy workplace stress. As such, the conference aims to equip delegates with ideas and readily applied techniques for reducing the incidence of sickness, poor performance and grievances that have been stress-induced or assisted.

Benefits to delegates from attending include:

- Having a clear road-map for minimising, containing and managing unhealthy workplace conflict and stress.
- Understanding how other individuals and organisations have confronted the challenge.
- Being equipped with a series of compelling, simple and low/no cost micro-tools for supporting individuals facing stressful situations, acting to combat conflict 'in the moment' and building resilience to cope with uncertainty.
- Knowing how to counteract a 'work harder', presenteeism-focused culture and avoiding being distracted by email and invasive technologies.
- Being better able to maintain your calm when others raise their voices and knowing what measures to take to stop the tide of being brought down by the unreasonable demands of others.
- Being inspired by a variety of innovative approaches to stress management that have been shown to have lasting benefits, considering responses that go beyond the norm and appreciating that the causes of stress are often not as straightforward as might first meet the eye.
- Knowing how to distinguish 'strong management' from 'bullying' and have a clear plan for dealing with those who cross the line.

Combined with the wealth of guidance materials provided, most delegates should find that their cost for attending is paid back many times over through the people-oriented and cost-saving initiatives that they will feel empowered to implement. The event is suitable for HR professionals, occupational health specialists, training managers, line managers, coaches, operations managers and more.

BOOKING/ENQUIRY

The full conference fee per delegate is £199*. To register your place, please call us on +44 (0)20 7870 1080, send an email to events@thejanuspartnership.com, or complete the booking form below. Please note that a £50 deposit is required to secure your place.

We will invoice you on receipt of your request for payment by cheque or BACS transfer (unfortunately we are not able to handle credit card bookings). Please note that VAT is not applicable for this event.

To enquire further about this premier event, please call us on +44 (0)20 7870 1080, send an email to events@thejanuspartnership.com or complete and return the booking form included with this prospectus.

* Includes early booking discount of 10% for bookings made prior to 31st January 2012.

