

# Winter 2022 'Train your Brain'

Fire up those neurons with two popular courses offered at a special rate for January



## Dealing with Difficult Behaviours

This course will help participants in understanding and dealing effectively with difficult behaviours. Participants will learn separating the behaviour from the individual to develop a greater understanding of the actions of others, the role they play in a difficult situation, identifying hot buttons & strategies to encourage positive behaviour.

**January 27, 2022**  
**9:30 am - 12:00 pm**  
**Virtual Delivery over Zoom**  
**Price \$195**

## Conflict Resolution

This course will provide participants with an understanding of how to effectively resolve conflict. Participants will be able to describe the difference between unhealthy and healthy conflict. Participants will learn different conflict resolution styles and strategies to manage conflict safely and confidently.

**January 27, 2022**  
**1:30 pm - 4:00 pm**  
**Virtual Delivery over Zoom**  
**Price \$195**

**Register with Marci for one or both courses!**

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