

# CONFLICT MANAGEMENT & RESILIENCE DEVELOPMENT

COURSE BROCHURE

6 INDUSTRY LEADERS  
15 ASYNCHRONOUS MICRO-LESSONS  
1 LIVE MENTORSHIP SESSION

**INDUSTRY-LED** PROFESSIONAL MICRO-CREDENTIAL CERTIFICATIONS

Funded by:  
Federal Economic Development  
Agency for Southern Ontario

Canada



McMaster  
University

ENGINEERING

# CONFLICT MANAGEMENT & RESILIENCE DEVELOPMENT

## COURSE OVERVIEW

Focused on enabling leaders within industry business operations to enhance personal and professional leadership resilience and conflict management skills.

A joint training initiative between McMaster University and Women In Aerospace Canada - the Conflict Management & Resilience Development (CMRD) course uses an industry-led approach bringing together senior business leaders to instruct, mentor and share first-hand experience.

Participants will view asynchronous lessons crafted by senior leaders on resilience development strategies, mental resilience development, emotional resilience development, conflict resolution and conflict intelligence.

At the conclusion of the 4 week course, participants can attend a live group-mentorship session to gain insight into prevalent challenges faced by engaging with senior industry leader mentors.

This course is designed for leaders in aerospace looking to enhance conflict management competencies, personal and professional resilience.

## WHO SHOULD ATTEND?

- Employees taking on a new leadership role
- Directors, Senior Managers
- Managers or Supervisors
- Skilled workers that may act in a leadership role within their teams
- Graduate Students
- Undergraduate Students

## CRD COURSE APPROACH

- 1 hr | Live - Orientation Session
- 4 Weeks | Access & View 15 x Industry-Led Video Micro-Lessons
- 1.5 hrs | Live - Mentorship Session



**Please check online for latest course dates:**  
[www.mccmcmaster.ca/crd](http://www.mccmcmaster.ca/crd)

## LEARNING OBJECTIVES

- Learn resilience development strategies focusing on purpose, physical, mental and emotional approaches.
- Understand techniques to improve mental resilience.
- Learn about applications of emotional intelligence and how to cultivate emotional resilience.
- Develop an understanding of conflict styles and how to manage conflict effectively.
- Gain insight into the evolving discipline of conflict intelligence.
- Learn first-hand insights on personal, team and organizational resilience from senior industry leaders.



**MCMASTER  
PROFESSIONAL MICRO-  
CREDENTIAL CERTIFICATE**



**LEADERSHIP  
ASSESSMENTS**



**INDUSTRY-READY TOOLS  
PACKAGE**



**HYBRID LIVE &  
ASYNCHRONOUS**

# CONFLICT MANAGEMENT & RESILIENCE DEVELOPMENT



## SPEAKERS & MENTORS

Learn directly from senior industry leaders on the Conflict Management & Resilience Development Course.



**DR. AMY ATHEY**  
CLINICAL AND PERFORMANCE  
PSYCHOLOGIST | AUTHOR  
ATHEY PERFORMANCE



**NANCY BARBER**  
COO (RET'D)  
BOMBARDIER



**CASANDRA SEGUIN, PHD**  
MENTAL PERFORMANCE  
SPECIALIST  
CANADIAN FORCES



**MICHELLE ARBID**  
COACH & CONSULTANT  
CONFLICT  
CONSTRUCTIVE LLC



**HERVE DOAN**  
QUALITY DIRECTOR  
AUBERT & DUVAL



**CRAIG TREWET**  
SENIOR EXECUTIVE (RET'D)  
BOEING

\* Speakers are subject to change based on availability. Please check the course website for the latest updates.



## AGENDA

**1 HR**

### Online Live

Course Introduction & Orientation.

**4 WEEKS**

### Asynchronous Self-Paced

Access & view 15 x 15-20 min micro lessons crafted by leaders in industry on the following competencies.

- Resilience Development Strategies
- Mental Resilience Development Tools & Techniques
- Emotional Intelligence and Emotional Resilience Development.
- Conflict Resolution & Conflict Intelligence.

**1.5 HRS**

### Online Live

Group-Mentorship Session (Live). Participants will engage with an industry leader mentor over three 20 minute break out room sessions to gain insight into prevalent challenges faced.

Apply Today | [www.mccmcmaster.ca/crd](http://www.mccmcmaster.ca/crd)



## ADMISSION DETAILS

Participants should have relevant work experience or education in their industry field; a college or university education is an asset but not required.

Please contact Angela Ariza - Outreach Coordinator at [arizaala@mcmaster.ca](mailto:arizaala@mcmaster.ca) if you have any questions.



## TUITION & FEES

Please note costs noted below are in CAD dollars, and do not include the 13% HST - Harmonized Sales Tax charged for Canadian Applicants.

**REGULAR | \$750 CAD + HST**

**ASSOCIATIONS | MCMASTER STAFF/ALUMNI | \$500 CAD + HST**

**SOUTHERN ONTARIO AEROSPACE 90% SUBSIDY | \$75 CAD + HST**

We would like to acknowledge the Government of Canada's support through the Federal Economic Development Agency for Southern Ontario (FedDev Ontario) for the Aerospace Regional Recovery Initiative (ARRI).

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## CONTACT US

+1 416-723-4218

[coreaa@mcmaster.ca](mailto:coreaa@mcmaster.ca)

[www.mccmcmcaster.ca/crd](http://www.mccmcmcaster.ca/crd)

## PROGRAM LEAD

### INDUSTRY OPERATIONS LEADERSHIP & MANAGEMENT

**Ashan Corea**

McMaster University

W Booth School of Engineering Practice and Technology

Certificates of Completion Professional Programs

[coreaa@mcmaster.ca](mailto:coreaa@mcmaster.ca)

## OUTREACH COORDINATOR

**Angela Ariza**

[arizaala@mcmaster.ca](mailto:arizaala@mcmaster.ca)

## READY TO ENROLL?

Do you have general questions about our programs, courses, or subsidy options? Our team is here to help.



INDUSTRY-LED ASYNCHRONOUS  
LEARNING ENHANCED WITH  
LIVE MENTORSHIP TO ADDRESS  
REAL-TIME CHALLENGES FACED.



WALK AWAY WITH A JOINT  
WIA | MCMASTER CERTIFICATE  
AND PRACTICAL SKILLS TO  
THINK AND PROBLEM-SOLVE  
LIKE A LEADER.



HEAR FROM ACADEMIC  
INSTRUCTORS AND  
EXPERIENCED INDUSTRY  
EXPERTS ACROSS DISCIPLINES.



GROW YOUR PROFESSIONAL  
NETWORK BY CONNECTING WITH  
LIKE-MINDED BUSINESS LEADERS  
ACROSS MULTIPLE INDUSTRIES.

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