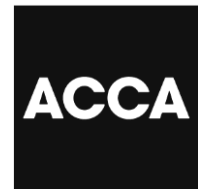


CPD record



Registration no 0123456

CPD year 2014

Full name Example member

Reference Activity 3

<p>Description of development/learning activity</p> <p>Discussion on effective conflict resolution as part of coaching session Provided by (eg name of mentor/coach, course provider etc) Coach – Ceri Sweeney, HR Advisor</p>		
<p>Why did you choose this activity and how is it relevant to you?</p>	<p>I have recently taken responsibility for managing a team of 3 people. There is some conflict within the team that I need to resolve</p>	
<p>When did this activity take place?</p>	<p>3 and 4 March 2014</p>	
<p>Units</p>	<p>How many units are you claiming for completing this activity?</p> <p>1</p>	<p>How many of these units could you verify with supporting evidence?</p> <p>1</p>
<p>What did you learn and how did/will you apply it?</p>	<ul style="list-style-type: none"> • Need to encourage an open and honest atmosphere within the team • Need to move away from current culture of blame • Individual performance is not measured solely by comparing people with their colleagues • Staff don't have to get on with each other or even like each other; they just have to be able to work together • Assertiveness is about achieving a win-win situation. It's not the same as bossing people about 	
<p>Supporting evidence (you can record details/location of any supporting evidence here or the contact details of a 3rd party who can substantiate completion of the activity)</p>	<p>Written confirmation is available from my coach, if required. Photocopy of email confirming appointment and topic for discussion</p>	