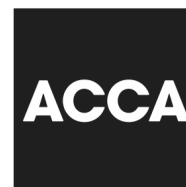


CPD evidence record



Registration no ▶

CPD year ▶

Full name ▶ Example member

Reference ▶

Description of development/learning activity ▶

Discussion on effective conflict resolution as part of a coaching session

Provided by (eg name of mentor/coach, course provider, research/relevant publication etc) ▶ Coach: Ceri Sweeney, HR Advisor

<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>▶ 4 February 2008</p>	
<p>Units</p>	<p>How many units are you claiming for completing this activity? ▶ 1</p>	<p>How many of these units could you verify with supporting evidence? ▶ 1</p>
<p>What did you learn and how did/will you apply it?</p>	<p>▶</p> <ul style="list-style-type: none"> ▪ Need to encourage an open and honest atmosphere in 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. 	
<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>▶</p> <ul style="list-style-type: none"> ▪ Written confirmation is available from my coach. ▪ Photocopy of email confirming appointment and topic for discussion. 	