



CCI Academy

Working towards a more peaceful future



2021 EVENTS



GENERAL *Webinars*

General Webinars are public webinars on topical issues in conflict management and resolution. The webinars are recorded and a link to the recording is sent to everyone who registers.

WHEN ARE GENERAL WEBINARS OFFERED?

There are six public General Webinars each year. The timetable and topics for 2021 are on the following page.

WHO CAN ATTEND THE GENERAL WEBINARS?

Anyone can attend the General Webinars for FREE.

NOTE: Registration is required!

GENERAL WEBINARS

Time: 12:00 PM-2:00 PM (AEST)

18 February

Working with boundaries in conflict

[Registration link](#)

30 April

Conflict as a learning experience

[Registration link](#)

28 May

Creating conflict positive workplaces

[Registration link](#)

23 June

Introduction to conflict coaching

[Registration link](#)

4 August

Leading through conflict

[Registration link](#)

28 October

The melodrama of conflict

[Registration link](#)



REAL *Webinars*

REAL Webinars are public webinars focusing on an advanced or specific use of the REAL Conflict Coaching System. The webinars are recorded and a link to the recording is sent to everyone who registers.

WHEN ARE REAL WEBINARS OFFERED?

There are four public REAL Webinars each year.
The timetable and topics for 2021 is on the following page.

WHO CAN ATTEND THE REAL WEBINARS?

- Anyone can attend the REAL Webinars.
- Members of the public are charged a registration fee of \$55 (including GST)
- REAL Accredited Coaches and Conflict Leadership Program members can attend free of charge.

NOTE: Registration is required!

REAL WEBINARS

Time: 12:00 PM-2:00 PM (AEST)

18 March

Using REAL Conflict Coaching in parenting conflict

[Registration link](#)

15 June

Managing the relationship between sponsor and direct client

[Registration link](#)

17 September

Managing challenging client behaviours

[Registration link](#)

9 November

Building clients' confidence to manage conflict

[Registration link](#)



REAL *Masterclasses*

REAL Masterclasses are live, interactive classes that focus on a topic relating to the REAL Conflict Coaching System. They are designed to enhance your knowledge and skills in using the system in a variety of contexts, and also to allow participants to ask questions and get feedback on any challenges in their practice.

When are REAL Masterclasses offered?

Masterclasses are offered almost every month.
The timetable and topics for 2021 Masterclasses are on the following page.

Who can attend the REAL Masterclasses?

- Conflict Coaching Fundamentals students and graduates (FREE)
- REAL Accredited Coaches (FREE)
- Conflict Leadership Program members (FREE)

NOTE: Registration is required!

REAL MASTERCLASSES

Time: 12:00 PM-2:00 PM (AEST)

10 February	When might coaching not be appropriate?
10 March	Working with clients' emotions
7 April	Examining power in clients' conflicts
12 May	Managing the other perspectives stage
9 June	Advanced listening skills
21 July	Challenging the client – when, how and why
18 August	Advanced questioning skills
15 September	Roadblocks and how to manage them
13 October	Those awkward moments
17 November	Laying the foundations for sustained results



REAL

Artistry Development

Drop-in Sessions

REAL Artistry drop-in sessions are live, interactive sessions during which Samantha Hardy is available online to answer any questions you might have about the REAL Conflict Coaching system and your practice, or to provide debriefing on a challenging coaching situation, or to provide skills practice or demonstrations.

WHEN ARE DROP-IN SESSIONS OFFERED?

Drop-in sessions are offered almost every month. The timetable for 2021 Drop-in sessions is on the following page.

WHO CAN ATTEND THE DROP-IN SESSIONS?

- REAL Accredited Coaches (FREE)
- Conflict Leadership Program members (FREE)

NOTE: Registration is NOT required, you can just drop-in!

REAL ARTISTRY DEVELOPMENT

DROP-IN SESSIONS

Time: 12:00 PM-2:00 PM (AEST)

23 March

20 April

7 May

11 June

31 August

23 September

22 October

25 November



CONFLICT LEADERSHIP PROGRAM

Group Coaching

CCI Academy runs an annual Conflict Leadership Program, designed for people who are really serious about working towards a more peaceful future, and developing their conflict leadership skills towards a level of artistry. The CLP includes monthly coaching and supervision sessions, as well as access to all CCI Academy online programs. CLP members form an engaged community of practice, learning, networking and supporting each other in their conflict leadership journey.

WHEN IS THE PROGRAM OFFERED?

The program is offered annually. Members must make a commitment to participate in the program for 12 months, but can start at any time.

WHO CAN ACCESS THE PROGRAM?

Entry into the Conflict Leadership Program is by application. Prospective members must apply and participate in an interview, to ensure that they are a good fit for the program.

HOW MUCH DOES THE PROGRAM COST?

The cost depends on which level of membership you join. There are two tiers to the CLP membership – annual membership and elite membership (which includes an additional 12 x one-on-one coaching/supervision sessions throughout the year).

For information about the program, [please click here](#). If you are interested in finding out more, you can [book a consultation here](#).



Online Courses

<p>Ten Top Tips for Managing Conflict</p> <p>FREE!</p>	<p>Introduction to Conflict Styles</p> <p>AUS997 + GST</p>	<p>Conflict Management for Leaders</p> <p>AUS997 + GST</p>	<p>Braving the Conflict Arena</p> <p>AUS997 + GST</p>	<p>Working with Conflict Stories</p> <p>AUS997 + GST</p>	<p>Conflict Coaching Fundamentals</p> <p>AUS2497 + GST</p>
<p>In this FREE course, Dr Samantha Hanly shares with you her ten top tips for managing conflict. The course includes a downloadable checklist to help you implement these tips in your future conflicts.</p>	<p>Learn about the five built conflict styles. Complete a questionnaire to identify your most commonly used conflict style. Explore the advantages and disadvantages of each style. Includes a downloadable worksheet to help you choose the appropriate style in any conflict situation.</p>	<p>In this course you will discover the importance of conflict in the modern workplace and identify the knowledge and skills to become the kind of leader who possesses the right knowledge, resources to conflict in a variety of ways - and the kind of leader who prevents unnecessary conflict.</p>	<p>This course applies the skills of Braving the Conflict Arena to the conflict arena. Explore the dynamics of conflict and how they can make us vulnerable. Learn how to be courageous in conflict, stay calm, manage it effectively and confidently, and keep your integrity intact! Includes modules on values and integrity, personal and boundaries, courtesy and generosity, conflict interests and self-care in conflict.</p>	<p>People often get trapped in their own conflict stories. This course supports how you regularly tell conflict stories in your work and life, and how they lead to work against successful non-conflict strategies. It includes a quiz, strategies to help people shift their conflict stories and practices which they can take home at the end of the course.</p>	<p>REAL Conflict Coaching Fundamentals is an online training module designed to be completed at your own pace. During the course you will cover introductory materials relating to conflict and coaching, and you will learn and practise the REAL Conflict Coaching System work skills.</p>
<p>1 hour</p>	<p>3 hours</p>	<p>20 hours</p>	<p>20 hours</p>	<p>10 hours</p>	<p>50 hours</p>

CCI Academy offers a range of flexible online courses designed to help you improve your competence and confidence to manage conflict effectively. These courses range from an introductory free mini-course (Ten Top Tips) to a full REAL Conflict Coaching training and accreditation program that includes over 50 hours of content.

WHEN ARE THE COURSES OFFERED?

Courses are fully flexible and offered all year round. Students can start a course at any time and usually have 12 months to complete the program.

WHO CAN ACCESS THESE ONLINE COURSES?

Anyone can register for these courses, there are no particular entry requirements.

WHO CAN ACCESS THESE ONLINE COURSES?

The registration fees range from \$97 - \$2497 depending on the length of the program.

Conflict Leadership Program members can access the courses free of charge.

A note from your trainer.

LET'S WORK TOWARDS A PEACEFUL FUTURE TOGETHER!

Over twenty years ago I gave up life as a lawyer to work with people experiencing conflict in a different way.

I started out as a mediator, then added conflict management coaching to my offerings. I also began helping leaders and organisations create better conflict management processes and cultures in their workplaces.

At the same time, I worked in universities conducting research and teaching in the field of conflict management and resolution. I also conducted training for private and government organisations around the world.

I now provide both face-to-face and online conflict support services and training to people all around the world.

My passion is to make conflict no longer a dirty word. I help people develop skills and confidence to manage conflict in a way that maximises the opportunities and minimises the risks that it creates.



Dr Samantha Hardy
Lead Trainer, CCI Academy.com

A handwritten signature in black ink, appearing to read 'Samantha'.

**BOOK A FREE
30 MINUTE INTRO CALL**



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