



# COMMANDING **PRESENCE**

Conflict Management Workshops  
for Large & Small Groups



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# About Our Negotiation Skills Training

Our skilled and experienced facilitators use interactive exercises, role-plays, case studies, discussions, and videos where appropriate to give you the skills, tools, and a powerful framework to manage conflict and difficult conversations with more confidence and effectiveness.

Managing conflict is not easy – it requires self-awareness, solid communication skills, and the motivation to resolve uncomfortable situations.

Our conflict management training is designed for executives, managers, and team members who want to substantially and permanently improve their ability to manage workplace conflict in business situations.

Our training will help your staff effectively deal with conflicts in a constructive manner, ideally before a crisis takes place.

## Core Principles

- Authentic leadership.
- Robust relationships.
- Respectful straight-talk.



# Our Workshop Coaches

## Peter Hiddema

Peter is an expert in negotiation, collaboration, and conflict management skills. Peter is fluent in English and French.

Peter has worked in a wide variety of settings. In the private sector he has trained and advised executives of global Fortune 500 companies on high-stakes negotiations and relationships and has also assisted small local organizations. In the public sector he has worked with the World Health Organization, the Inter-American Development Bank, international non-governmental organizations, as well as universities, national and regional government bodies and indigenous peoples. In addition, Peter has been a Visiting Professor in France and Singapore at INSEAD – The Business School for the World, and has lectured at Queen's University (Canada and the UK), and Harvard University, among others.

Peter began his career in finance and banking. He worked with the Royal Bank of Canada in Toronto, Canada and London, England. He holds an Honours Bachelor of Commerce Degree from McMaster University, an MBA from Queen's University (Canada), and an Executive Master's Degree in Consulting and Coaching for Change from INSEAD (France).



# Content Outline

Our skilled and experienced workshop leaders use interactive exercises, case studies, discussions, and videos to ensure you gain the essential skills needed to navigate and resolve difficult conversations effectively. You'll explore techniques to manage strong emotions—both your own and others'—and leave equipped with simple yet powerful tools to enhance your communication skills.

The workshop content is grounded in the proven theories developed by our colleagues at the Harvard Negotiation Project and enriched by the extensive real-world experience of our facilitators. It offers a strategic, step-by-step framework for managing even the most challenging conversations.

## In Our Conflict Management Workshops, You Will Learn How to:

- Navigate and resolve difficult conversations with confidence.
- Manage and de-escalate strong emotions during conflicts.
- Build trust and maintain productive relationships.
- Communicate more clearly and effectively, even under pressure.
- Apply a structured framework to approach conflicts strategically.
- Turn conflicts into opportunities for understanding and collaboration.
- Avoid dangerous traps in your thinking and actions.





# Workshop Formats

Our conflict management workshops provide a comprehensive learning experience, combining a proven framework with expert guidance from a seasoned conflict resolution coach. Designed to empower your team with confidence and practical skills, these workshops feature:

- Interactive Exercises
- Role-Plays and Case Studies
- Engaging Discussions
- Relevant Videos (where applicable)

Each session is customized for the client to foster the practical skills required by your team members to become more effective and successful negotiators.

**We provide training in the following formats in-person or virtually:**

- 2-Day
- 1-Day
- Half-Day
- 1 Hour, 2 Hours

**Group Sizes:**

- 6 to 100+



# Two-Day Agenda

*This workshop can also be delivered in one-day, half-day, and 1–2-hour formats*



Below is a recommended two-day agenda. Each session is fully customized during the needs assessment process

## Day One

8:30 AM Introduction and Purposes –Presentation and Group Discussion

9:30 AM Costs of Raising / Avoiding / Cycle of Indecision

10:00 AM Personal Case – Effective and Ineffective Communication Skills

11:00 AM Orchestrating a Difficult Conversation Authentically

11:30 AM The Three Conversations Framework

12:00 PM Lunch

1:00 PM Working with the 'What Happened' Conversation

2:30 PM Role Play – Preparation, Conversation, Debrief

4:15 PM Key Lessons and New Questions

4:30 PM End of Day One

## Day Two

8:30 AM Key Insights from Day One + Q&A

9:30 AM Delivering Bad News

10:00 AM The Role Reversal Exercise – Seeing it from the Other Side

11:30 AM The Three Conversations Framework

12:00 PM Lunch

1:00 PM Managing Strong Emotions – Ours and Other People's

2:30 PM Identity and Its Role in Difficult Conversations

3:30 PM How to Begin and Deciding Whether or Not to Engage a Topic

4:00 PM Putting it All Together: Going Forward and Personal Action Plans

4:30 PM End of Workshop

# Workshop Fees & Deliverables

## 1-2 Hour Workshop Fee

Group size: 4-100+

Includes: Pre-program needs analysis meeting(s) to customize the training

Client provides training space

Toronto & GTA: \$5,000 + HST  
Outside GTA: \$6,000 + HST \*  
United States: USD \$6,000 + HST \*  
Virtual: \$4,500 + HST

Optional: Delivery and materials in French \$500

## Half-Day Workshop (4 Hours)

Group size: 4-100+

Includes: Pre-program needs analysis meeting(s) to customize the training

Client provides training space

Toronto & GTA: \$6,750 + HST  
Outside GTA: \$7,500 + HST \*  
United States: USD \$6,000 + HST \*  
Virtual: \$6,000 + HST

Optional: Delivery and materials in French \$500

## One-Day Workshop

Group size: 4-100+

Includes: Pre-program needs analysis meeting(s) to customize the training

Client provides training space and catering.

Toronto & GTA: \$9,000 + HST  
Outside GTA: 9,500 + HST \*  
United States: USD \$8,000 + HST \*  
Virtual: \$8,000 + HST

Optional: Delivery and materials in French \$500

## Two-Day Workshop

Group size: 4-100+

Includes: Pre-program needs analysis meeting(s) to customize the training

Client provides training space and catering.

Toronto & GTA: \$14,500 + HST  
Outside GTA: \$16,000 + HST \*  
United States: USD \$14,000 + HST \*  
Virtual: \$12,500 + HST

Optional: Delivery and materials in French \$500

Optional: Additional trainer + up to 10 more participants \$6,000



# Our Recent Clients (2021–2024)

- Atkins Realis
- Bradken
- Brookfield
- Bruce Power
- Canadian Bar Association
- Canadian Tire
- CBC TV & Radio
- Canadian Investor Protection Fund
- CPA Canada
- Daoust Vukovich LLP
- Deloitte
- Equiton
- Farm Credit Canada
- Fidelity
- Global Affairs Canada
- Honda Canada
- Interac
- Kellanova
- Loblaw Companies Inc.
- McCain Foods
- Metrolinx
- MMW LLP
- Municipal Property Assessment Corporation
- Ontario Ministry of Education
- Ontario Ministry of Community & Social Services
- Ontario Power Generation
- OMERS
- Royal Bank of Canada
- Stryker Corporation
- TD Canada Trust
- University of Toronto
- Willms & Shier Environmental Lawyers LLP



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