

**Dalhousie University
Negotiation and Conflict Management Program
ADR Atlantic Institute
and
Family Mediation Nova Scotia**

Lunchtime Issues Series

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*E-Mail Communication
and Conflict Resolution*

January 19, 2007 - 12:15 to 1:30 p.m.

There are many benefits associated with e-mail communication which increasingly is being used for personal as well as business communication. However, our growing reliance on e-mail has underscored its weaknesses - one of which is that it can contribute to unnecessary conflict, especially within organizational settings.

E-mail is an impersonal medium that can foster miscommunication, misunderstanding, mistrust and confusion. Moreover, attempts to resolve conflicts over e-mail routinely result in matters only being made worse.

This session will engage participants in looking at their experience of e-mail communication, at what individuals and organizations need to pay attention to in using e-mail and what we can all do to help restore more face-to-face communication, as difficult as it often is, in important workplace situations.

This session will be led by **Bridget Brownlow, B.A., Con.Res.Cert.** Bridget is the Conflict Resolution Advisor at Saint Mary's University. She has been working in the field of organizational conflict management and system design in the Atlantic Region for the past decade and is currently the Chair of the Education Committee for Alternative Dispute Resolution Atlantic. Bridget is a graduate of the Centre for Conflict Resolution at the Justice Institute of British Columbia.

*Bring your own lunch; coffee, tea, bottled water, and juice will be supplied.
No charge, but pre-registration is required. Call 902.494.7137 or e-mail ncmp@dal.ca.*



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