



INTERCULTURAL COMMUNICATION SKILLS: Key to Resolving Conflict in the Workplace

IPMA-Canada is very pleased to offer this webinar. Communications is key to team work. Join our Presenter as she addresses the following:

- Why does conflict arise in the workplace?
- What are intercultural communication skills and why are they important in the workplace?
- Practical tips for HR and business leaders in developing intercultural communication skills.

OUR PRESENTER:

MARIA DRUECO,

Maria is a Human Resource professional with diverse experience and expertise in HR consulting, HR program content development, facilitation, Business Development and Sales and Marketing. After more than 15 years of Sales, Marketing and Business Development experience, she then shifted to Human Resources, focusing on developing programs and strategies for positive workplace culture, improve personal effectiveness, enhanced employee engagement and supporting new leaders in the organization.

She is working part time as Talent Acquisition Consultant in the public service and also currently the Director and Managing Partner of Consultasia Global – North America, a training and development group with presence in the UK, Asia, Australia and Canada. She helps private, non-profit and government organizations through the development and delivery of customized training programs, on Leadership, Business, Sales Coaching. She is passionate in helping immigrants adapt successfully in Canada through trainings and workshops that will help develop the needed competencies to breakdown any barriers of adapting successfully in Canada.

Maria holds two Certificates with Distinction in Human Resources Management and Management Development from the University of Alberta Faculty of Extension. She completed the Strategic Internal Consulting Skills Program from the University of Alberta School of Business Executive Education and has a Bachelor of Science Degree in Medical Technology from the University of Santo Tomas in the Philippines.

When not focusing on training and HR work, she is busy managing her travel agency that focuses on trips that enriches one's spirituality, health and wellness.

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**December 1, 2020
2:00 PM EST**

**Member Rate: Free
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Registration required for each event.

Register online at www.ipma-aigp.com or email the registration form on the reverse side to ipmacanada@ipma-aigp.com

Registration Form:

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Conflict in the Workplace
December 1, 2020**



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