

## A CFO Workshop by Mark Wingfield, MPSA

# Managing Financial Conflict & Duty of Care



Mark Wingfield is the Conflict Black Belt - a specialist in providing practical solutions to conflict to ensure Financial Directors protect themselves and their organisations effectively.

He delivers unique talks and workshops on how to be more Assertive, Handle Difficult Conversations more effectively and to ensure any organisation has planned and fully executed its duty of care.

A Certified Six Sigma Black Belt in process excellence as well as Martial Arts, Mark has a rich mix of international business experience at all levels in large corporations and smaller businesses.

He established MAX Conflict Management in 2006 - which helps leaders resolve mild to highly corrosive disagreements in teams to working with frontline staff in highly dangerous, threatening environments. Mark shows you how to use the most appropriate tools to help you resolve apparently unresolvable situations. His clients range from BT to the Salvation Army, the Prince's Trust and Caterpillar to First Group and the Federation of Small Businesses.

Financial Directors are involved in contentious areas, with the potential for conflict coming from all angles. This workshop will develop skills and resilience to be able to face all these challenges.

### **Content**

Mark's workshop will use the MAX Conflict Toolbox to help you understand and improve the productivity, communications, motivation and commitment of stakeholders, internal and external customers.

- Introducing the MAX Conflict Audit to achieve quick wins and ensure duty of care covered
- Understanding and managing the range of diverse, complicated and sometimes difficult individuals within your team; whether they be family members, directors, partners, the brains or the graft behind the business
- How to handle problematic staff, customers, distributors and suppliers

### **By the end of the session, participants will**

- Know how to keep cool and ooze confidence under all the pressures of financial leadership
- Be able to ensure that staff and the organisation are adequately protected re the Corporate Manslaughter and Homicide Act 2007 and the Health and Safety at Work Act 1974 S.37
- Handle confrontation effectively and create an environment with less negative tension which builds better partnerships between key individuals and organisations

For a refreshingly realistic and relevant approach to working through confrontational situations, book Mark to energise, motivate and equip you to immediately handle challenging individuals and situations more effectively.

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