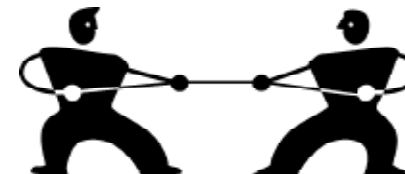


Becoming Conflict Competent

Wednesday, December 11, 2013, at the U.Va. Richmond Center, 8:30 am–12:30 pm



Pre-Class Assessment

This class requires that you complete an online Conflict Dynamics Profile (CDP) at least 2 weeks in advance.

It should take no more than 25 minutes to complete. After you register for the class, the instructor will email to you a link, login, and password to access the Profile. In class you will receive a printed CDP assessment report and a workbook for interpreting the report.

Program Preview

Conflict is a fact of life in any organization, but it need not undermine your mission. Understanding the nature of conflict in the workplace has distinct benefits: 1) gaining confidence as a manager 2) developing a repertoire of appropriate responses and 3) avoiding or mitigating the harmful effects of conflict. As a more effective mediator, you can help improve your organization's morale, productivity and chances for success.

The class will focus on the constructive and destructive effects of conflict in the workplace, hot buttons, and techniques to diffuse problems before they magnify. You will analyze the results of your Conflict Dynamics Profile and apply the knowledge you gain to real-world conflict scenarios.

Attending this class will help you

- ▼ analyze the impact of conflict in the workplace
- ▼ evaluate your responses to past conflict situations
- ▼ assess your personal conflict management style
- ▼ apply a new behavioral conflict model in role-play situations
- ▼ increase your options for addressing conflict in your workplace

About the Trainer

Cindy Taylor is a learning consultant at Chesterfield University with over 25 years of human resource management experience. She has an MA in public administration from George Mason University and is a contributing author to the *Kouzes and Posner Leadership Challenge Activities Book* and to *Leadership Secrets of Local Human Resource*.

Who Should Attend

Human resources staff, supervisors, team leaders, and managers

Program Details

Date & Time

Wednesday, December 11, 8:30 am–12:30 pm

Location

U.Va. Richmond Center, 804/662-7464
2810 N. Parham Road, Suite 300, Richmond VA 23294

Travel Directions

<http://www.scps.virginia.edu/locations/location-detail/richmond>

Cost

\$110, includes online Conflict Dynamics Profile and course materials. Payment or PO# must accompany registration

Cancellations

A \$20 fee will be charged for cancellations made by December 4. Cancellations after that date and no-shows will be charged the full registration fee.

Online Registration

Please call the Virginia Institute of Government at 804/371-0202 for your account password. Then you can register online at: <http://www.coopercenter.org/customer-portal>

For more information, please visit www.VaInstituteofGovernment.org

Onsite Training

Let us bring the classroom to you. For details contact Billie Easton < bee2u@virginia.edu > or 804/371-0202.

Questions?

Contact Andrew Campbell < atc6n@virginia.edu > or Billie Easton < bee2u@virginia.edu > or call 804/371-0202.

Registration Form

Please submit only one name per registration form

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Name _____

Title _____

Locality / Agency _____

Mailing Address _____

City _____

State & Zip _____

Phone _____

Email _____

Please indicate any special physical needs.

Make checks payable to: **Virginia Institute of Government, U.Va.**

TOTAL \$ _____

check [enclosed will be mailed]

PO # _____

credit card [VISA MasterCard AMEX DiscoverCard]

Account # _____

Exp Date _____

CCV _____

Cardholder's Name _____

Cardholder's Address _____

City / State / Zip _____

Phone _____

Email _____

Fax registration form to 804/371-0234 or mail to

Virginia Institute of Government, U.Va.

11 South 12th Street, Suite 225

Richmond VA 23219

Attn: Andrew Campbell

New Address



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