

EFFECTIVELY MANAGING CONFLICT

SCHEDULE

Friday
February 15, 2019
8:30 a.m. - 12:30 p.m.

LOCATION

NMC Aero Park Campus
2600 Aero Park Drive
Traverse City, MI 49686
Parsons-Stulen Building
Room 101/103

COST

\$95 per person

REGISTER

Matt Schwarze
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Beneficial for employees either leading and/or working in teams. Participants will use strategies to prevent unnecessary conflict; build collaborative agreements; determine when and how to intervene in an employee conflict; build trust, commitment, and accountability in teams; manage change; and address resistance effectively.

Deliverables

- Identify behaviors that prevent or reduce conflict
- Describe five strategies for resolving conflict and the advantages and drawbacks of each
- Build a collaborative agreement
- Determine when and how to intervene in an employee conflict
- Coach an employee in conflict management

CINDY DANIEL, Trainer

Cindy Daniel graduated from the College of William and Mary in Virginia with a degree in Business Management. Cindy spent 12 successful years as a National Account Manager and Agency owner for Xerox Corporation in Baltimore, Dallas, Grand Rapids, and Muskegon. She served as the Marketing Director for Muskegon Catholic Schools for four years where she managed marketing campaigns, implemented a new website, and managed the enrollment process. She joined Not So Basic Training in 2001 where she continues to train and consult with various corporate and nonprofit entities in Michigan.

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