

Conflict Resolution



Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size.

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger. Dealing with conflict is important for every organization no matter the size. If left unchecked or not resolved, conflicts can lead to lost production, absences, attrition, and even law suits.

TOPICS COVERED

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict and be able to use basic anger and stress management techniques

ABOUT THE INSTRUCTOR



Dr. Ulrica Jones has over 25 years of experience as a professional trainer, facilitator, consultant, and educator with superior skills in creating a positive learning environment. She has diverse background with expertise in all functional areas of organizational effectiveness; developing management, workforce

training and development; leadership development; and overall Organizational Development. Familiar with the strategic responsibilities for planning, writing, designing and facilitating management development and training programs at all levels of the organization on a global basis along with identifying opportunities for assessment and evaluation using methods most appropriate for addressing development gaps.



CLASSROOM SCHEDULE

Friday, April 21, 2017
8:30 AM - 4:00 PM

LOCATION

GEICO Center for Professional Development
Central Georgia Technical College
Building I, Room 102
3300 Macon Tech Drive
Macon, GA 31206

COST

\$150.00 per student

***15% discount for companies with 3+ attendees*

***10% discount for all local chamber members*

TO REGISTER, CONTACT:

The Office of Continuing Education
(478) 757-3445

or register online at
www.centralgatech.edu/ce

Registration deadline
April 18, 2017

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