

Resolve Organizational Conflict

*It's not the conflict that matters,
but how you choose to handle it.*

November 3 and 4, 2015

8:30 a.m. - 3:30 p.m.

**Advance Business & Manufacturing Center
Green Bay, WI**

The learning environment for Resolve Organizational Conflict has been carefully designed to ensure your maximum benefit. This program provides you with the tools you need to be a better leader, while keeping you engaged through discussion, assessments, case studies and exercises. In this seminar, you will learn:

- Perceptions can create conflicts
- Emotions can heighten conflicts
- Active listening benefits you in a conflict situation
- Your personality shapes your communication style
- To fit your communication to the receiver
- To identify the root causes of conflict in your organization
- To prioritize steps for implementing solutions

Do you struggle to:

- Improve your conflict management skills
- Teach others how conflict can be positive
- Overcome your fear of conflict
- Increase the morale of your work group
- Get more out of relationships

Learn how to build trust, self-esteem and constructive communication through effective conflict management.

Use conflict to clarify relationships, heighten creativity and approach old problems from a new perspective.

Discover the role expectations, perceptions, feelings and past experiences play in current conflicts.

Examine the impact that different backgrounds, personalities and work styles have on conflict.



Instructor – Cheryl Stinski



Cheryl is a mediator, trainer, coach, and author who has been passionate about conflict resolution for the past 20 years. She has practiced exclusively in the field since 1993, first as director of a community mediation center and then establishing a private practice in 1995. In addition to degrees in human

services and communication, Cheryl has logged more than 1000 hours in mediation and conflict resolution training and has earned several certificates. She has been extensively involved with the Wisconsin Association of Mediators, chairing the Communication and Public Education Committee, co-coordinating the annual Peer Mediation Institute and co-authoring WAM's Model for Basic Mediator Training and Guide to Selecting a Mediator.

Cheryl has received national recognition for her "Collaborative Community/School Conflict Resolution Model Program" and was the recipient of WAM's 2001 President's Award for outstanding service. Cheryl has trained thousands of professional, volunteer and student mediators throughout the country and has been an adjunct faculty for Aurora University teaching mediation and conflict resolution.

Small Business Development Center

The Wisconsin Small Business Development Center (SBDC) at UW-Green Bay is your local business resource. We have helped thousands of entrepreneurs in the New North successfully start or grow their business. The SBDC offers a full range of business management and workforce development training programs for both established businesses and start-up companies. Business advisors teach business owners and managers about best business practices, sharing information and expertise that facilitate changes. There is no charge for many of these confidential services.

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Advance Business & Manufacturing Center
Green Bay, WI

Workshop Site

Advance Business & Manufacturing Center
2701 Larsen Road, Green Bay

Workshop Meeting Time

8:30 a.m. - 3:30 p.m.

Confirmation

Prior to the seminar, you will receive a letter with directions to the seminar site.

Accommodations

If you need an accommodation for a disability to fully participate in this program, please call Ryan Kauth at 920-496-2117 at least three weeks prior to the program.

Available at Your Site

Customized, in-house presentations of these workshops are available. Call 920-496-2117 to discuss potential professional development and leadership options. Additional topics are available. Content will be tailored to meet your needs.

Cancellation/Refund

To receive a full refund, you must cancel no later than seven (7) business days prior to the start of the program. Cancellations after this time will be responsible for the full program fee.

Substitutes are welcome. Walk-ins are welcome — please call 24 hours in advance to ensure space availability. If you wish to transfer your registration to another seminar, a \$50 transfer fee is applied.

Available as part of the
Supervisory Leadership Certificate Program

Registration Form

Mail with payment to:
SBDC
2701 Larsen Road
Green Bay, WI 54303



Personal Information

Name: _____

Job Title: _____

Company Name: _____

Address: _____

City/State/Zip: _____

Work Phone: _____ Home Phone: _____

Fax: _____ E-mail: _____

Payment Information

Resolve Organizational Conflict **\$425**

Number of people: _____ x \$425 ea. = \$ _____

Name(s) of Participant(s) _____

Check or purchase order enclosed PO# (Payable to UWGB)

VISA MasterCard

Credit card number: _____

Card expires: _____ CVV#: _____

Print cardholder's name: _____

Cardholder's signature: _____

Contact Us

For more information, or if you would like to pay by P.O., contact us by:

Phone: 920-496-2117

Web: www.uwgb.edu/sbdc

E-mail: sbdc@uwgb.edu

Fax: 920-496-6009

Mail: SBDC
2701 Larsen Rd.
Green Bay, WI 54303

Funded in part through a Cooperative Agreement with the US Small Business Administration (SBA). Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Contact Ryan Kauth, 2701 Larsen Road, Green Bay, WI 54303, and (920) 496-2117. The support given by the SBA does not constitute an expressed or implied endorsement of the opinions, products, or services of the SBDC. The Small Business Development Center services are part of the UW-Green Bay Division of Outreach and Adult Access. We are also a partner in education with the University of Wisconsin-Extension. SBDC programs are nondiscriminatory and available to individuals with disabilities. AA/EOE.

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