

The Principles of Conflict Management

February 11, 200911:30am – 12:30pm
Durham Research Center
Auditorium**Conflict Considerations***Gretchen Finke Patras, President
GFP & Company, Inc.*

At some point in their career, most professionals experience conflict in the workplace that creates a noticeable level of tension. We are left wondering whether to ignore the conflict and how to break through the resulting roadblocks. In this session, we will explore the up front analysis of deciding what to do with conflict when it surfaces on your personal radar screen. We will look at various alternatives, consequences and questions to consider, long before taking action.

March 3, 200911:30am – 12:30pm
CON Cooper Auditorium
1011/1012**Dealing with Difficult Conversations***David Hubbard, J.D.
Director, Facilitation and Training
The Mediation Center*

Difficult conversations occur every day. They happen at work, home, with friends and neighbors. Learning how to deal more productively with difficult conversations will reduce your anxiety and help you to engage in more creative and productive problem solving. This session will provide you with tools to help you move towards purpose in conversation and to gain understanding before you seek to be understood.

April 15, 200911:30am – 12:30pm
CON Cooper Auditorium
1011/1012**Keeping your Cool under Conflict***Erick Hill, MS, PhD
Alegent Health Life Coaching Center*

Join us for this session on how to stay calm and centered in the midst of a heated conflict. Learn how to keep your cool when others are losing it and three steps you can take to turn a negative conversation in a positive direction. Understand how to move through a difficult situation with clarity, focus, ease and grace. You have it within yourself to create the type of interaction you desire, now learn how to make it happen.

May 13, 200911:30am – 12:30pm
Location to be determined**Playing the Trigger Card***Gary Weiss
Mediator/Conflict Coach
Conflict Coach Omaha*

Triggers can be people or situations that annoy or irritate you and create conflict in everyday work and home life. This session will focus on understanding how our triggers can affect our feelings/behaviors and fuel conflict in our work and personal relationships. Techniques will be discussed to understand when you have been triggered and what you can do to minimize the impact during conflict.

PROGRAM DIRECTOR: Carmen Sirizzotti, MBA, SPHR, Director, Employee Relations

*For more information, email Debra Motl at dmotl@unmc.edu.***Lunch will be provided to participants.**