Conflict Management:
IGNORING the OBVIOUS?

THURSDAY
02.13.14
11:30am – 12:30pm
Durham Research Center Auditorium

DO YOUR HOMEWORK!
Dave Hubbard, JD
Director Facilitation and Training, The Mediation Center

Too often we just react to difficult conversations with difficult people and we often react badly and in ways we regret. This session will help you prepare for difficult conversations in order to reduce your anxiety and increase your self-confidence so that you will have constructive conversations with better results. Reflecting on our goals, interests, needs, and purpose in having these conversations helps us to gain clarity, increase understanding, generate creative options and focus on realistic problem solving.

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HOW NOT TO IGNORE THE ELEPHANT IN THE ROOM
Paula Pace
Consultant, the Executive Development Group

Most of us, at one time or another, avoid holding a difficult conversation – we chose to ignore the elephant in the room rather than engage. In a productive workplace, conflict is inevitable and can be both positive and negative. Your job is to recognize conflict, accept your responsibility to engage, and manage it. This session will provide you with skills to effectively engage, manage resistance, separate the person from the behavior and work towards a common understanding.

WEDNESDAY
04.30.14
11:30am – 12:30pm
Durham Research Center Auditorium

DIFFICULT PERSONALITIES (YOU KNOW WHO YOU ARE!)
Karen Lisko, PhD
President, Motivatics

If you have ever lost sleep or fumed at your desk more than once over someone with whom you work, you have encountered a difficult person. But here’s the question. In that interaction, is that difficult person... partly you? Is it the other person? In most cases, it’s somewhere in the middle. This session will focus on understanding the most difficult personalities, including how to deal most effectively with them, understanding one’s own foibles that make these personalities so difficult and what motivates these difficult personalities.

REGISTRATION IS REQUIRED.
A boxed lunch will only be provided to the first 150 participants who attend the session.

TO REGISTER
log on to UNMC Employee Services, click on Education Tab, then on Event Registration.

FOR MORE INFORMATION CONTACT THE PROGRAM COORDINATOR
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