

How to Handle Conflict and Confrontation

Workshop for Faculty, Staff, and Students

Want to learn more about the nature of conflict and how to address it?

Interested in identifying your emotional connection to the conflict?

Wish you had guidelines to help you manage conflict?

**Tuesday
May 10, 2011**

8:30 – 12:30 p.m.

**University Center
Room 310**

What past participants have said about this program:

"Instead of fearing conflict, I now see the possibility for positive change and creativity flowing from those involved."

"I learned several techniques to help increase my effectiveness in dealing with difficult people."

"If you're able - run, don't walk to the next workshop that is offered! You won't regret one minute of it. What you will learn will help you improve the relationships in both your professional and personal life."

We all experience conflict in our professional and personal lives but it doesn't have to get the best of us. We can learn how to observe ourselves and the situation in a new way and learn powerful strategies for transforming the conflict into a learning opportunity, both for ourselves and our partner. This workshop is a combination of video presentation and facilitated conversation. In this program you will:

- ⇒ Understand the positive and negative effects of conflict.
- ⇒ Learn the 3 types and 3 stages of conflict and various approaches to address conflict.
- ⇒ Discover 5 principles for maintaining positive relationships.
- ⇒ Practice using the Constructive Confrontation model – a model used for having a conversation to address a conflict.
- ⇒ Create some strategies you can immediately put into practice.

About the facilitator...

Jill Weinknecht Wardell is the Training and Development Specialist for UMBC's Training and Organization Development department as well as a professional coach specializing in relationship coaching. She plays an active role in the Wellness in the Workplace Initiative at UMBC and writes a monthly relationship column on the website entitled: Practices for Cultivating Healthy Relationships. Jill is a graduate of Tai Sophia Institute's Master of Arts in Transformative Leadership and Social Change Program, where she currently serves as a faculty member and facilitator.

Register on the web by May 2nd at: www.umbc.edu/training

Spaces are limited and pre-registration is required.



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www.umbc.edu/wellness