



# Conflict, Communication and Collaboration

Strategies and Techniques for Principled Negotiation  
Offered as part of the Supervision Fundamentals Certification



**About the instructor:**

*Judy Hartley* has more than 20 years of hands-on experience assisting organizations with leadership and team development, as well as customer-focused process improvement initiatives.

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Communicating and managing conflict are among the most important and challenging jobs of leaders. Participants become more aware of conflict management strategies and when each of them might be appropriate. Participants learn techniques for effectively raising issues with others and how to respond to defensive reactions. They also have the opportunity to practice collaboration skills (i.e. win-win problem solving and principled negotiation) through one-on-one skill practices and small group exercises.

**After completing this session participants should be able to:**

- Prevent unnecessary/unproductive conflict at work through effective communications
- Create an open communications environment
- More consciously select the appropriate conflict management strategy to use
- Effectively raise an issue with an employee, a co-worker or even their own manager
- Respond to defense mechanisms and demonstrate active listening skills
- Take a collaborative (interest-based/win-win) approach to resolving conflict
- Mediate conflict between co-workers when necessary

**Thursday, December 20, 2018 8:00 a.m. - 4:00 p.m.**

**Fee this class:** **MA members:** \$329 per person **Non-MA members:** \$449 per person  
**Receive a 10% discount if you register 14 days prior to the event**

**Location:** **Manufacturers Alliance Training Center**  
8421 Wayzata Blvd, Suite 190  
Golden Valley, MN 55426  
(For directions and map go to [www.mfrall.com](http://www.mfrall.com))

**Reservations:** For instant confirmation reserve on-line at [www.mfrall.com](http://www.mfrall.com), by 3:00 pm by December 18, 2018. **Your satisfaction is guaranteed.**

**Cancellation Policy:** **No refunds** for cancellations after 3:00 p.m., December 18, 2018, or for no-shows at workshop. *(Substitutions are accepted.)*

*Pre-registration required!*