



# Conflict, Communication and Collaboration

## Online

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



**Your instructor:**

*Jim Doyle* blends his diverse knowledge, 25 years of experience and a deep passion for helping others to grow and achieve their goals. His corporate coaching and leadership development skills were refined inside manufacturing organizations including Cargill, Prime Therapeutics and St. Jude Medical. Jim's diverse experience helps manufacturing organizations large and small, build leadership and supervisory competence with the skills to improve execution.

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.

**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

**Tuesday, October 6, 2020 9:00 a.m. - 12:00 p.m.**

**Fee:** **MA members** \$215 per person **Non-MA members** \$265 per person  
**Receive a 10% discount if you register 14 days prior to the event**

*This workshop is online. Minimum requirements: Computer with speakers and/or headphones; dedicated screen for meeting time; Internet connection; ability to download Zoom.*

**Register:** Registration is required. Reserve on-line at [www.mfrall.com](http://www.mfrall.com), by 3:00 pm by October 2, 2020. You will be sent login credentials in advance of the workshop. **Your satisfaction is guaranteed.**

**Cancellation Policy:** **No refunds** for cancellations after 3:00 p.m., October 2, 2020, or for no-shows at workshop.

*Participants in our Supervision Fundamentals Certification must notify us two business days in advance of this workshop if they cannot attend it or they will be invoiced the workshop fee.*