



Washington State
Chapter of APCO

AND

WATSON
DISPATCH

Brought to you by

Turning Conflict into Productivity

Effectively Managing Conflict at Work

APCO MARCH TRAINING FORUM

WHEN:

March 10, 2010
8:00 a.m. to Noon

WHERE:

Watson Dispatch
26246 Twelve Trees Lane NW
Poulsbo, WA 98370

COST:

Free Training provided
to APCO Members

\$50.00 to non-members

To register for this training,
please contact K.D. Seeley at
k.seeley@capcom911.org

For Questions, call
Jackie Jones 509-662-4662

COURSE OVERVIEW

Conflict wreaks havoc on productivity, morale, motivation, and team effectiveness. This program will help you learn new ways of dealing more effectively with some of the more "challenging" people in your life. The skills work well whether you are dealing with bosses, co-workers, employees, or the public.

COURSE OBJECTIVES

Upon completion of the program, participants should be able to:

- Identify personal style and how it impacts the ability to deal with conflict
- Identify difficult people and strategies for effectively dealing with each
- Practice coping skills that can be used in working through conflict
- Develop a plan for developing more win - win productive relationships

Specific Topic Areas Covered:

- What's good about conflict
- Why we fear conflict
- Myths about conflict
- Sources of conflict
- How style impacts conflict
- Being assertive in resolving conflict
- Levels of conflict
- Barriers to conflict resolution
- Responding to conflict
- Guiding principles in resolving conflict
- Weighing the alternatives to resolving conflict
- Using a systems approach to resolving conflict
- Setting limits
- Managing negativity and anger
- Profiting from criticism
- Providing feedback



Martha N. Bryan of Bryan & Bryan Associates is a training and development consultancy specializing in both individual and organization excellence. Clients (both private and public sector) have gained improved quality service for their customers, improved individual and team productivity, and reduced tension between employees and managers by implementing suggestions of Bryan & Bryan Associates.

Lodging

information:

Oxford Suites, Silverdale
360-698-9550

Or

Oxford Inn, Silverdale
360-692-7777



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