



## Conflict Resolution Skills

Tense, emotional and awkward situations can wreak havoc in the workplace by escalating stress and undermining productivity. This seminar will help you resolve difficult or uncomfortable situations and turn disagreements into productive workplace discussions.

- Learn to facilitate conversations where every participant is heard and a mutually acceptable solution satisfies all parties.
- Practice proven conflict resolution strategies that emphasize actionable decisions over emotional responses.
- Understand how to build and mend relationships in the wake of tense situations.



### Boost Morale, Increase Efficiency and Improve Results with ‘Crucial Conversations®’

Using the Crucial Conversations® program from training-product company Vital Smarts® as a guide, this seminar will teach you best practices for engaging in open, respectful dialogues, even when stakes and emotions run high.

Upon completion of this Conflict Resolution Skills seminar, you will receive a certificate of completion for both this course and Crucial Conversations®.

#### SKILL IMMERSION

##### COMPETENCIES

- Conflict Management
- Interpersonal Skills
- Resilience
- Oral Communication
- Problem Solving

##### ACADEMIC CREDIT

2 upper level associates or 2 upper level Baccalaureate credits may be available upon completion.

##### DATES & LOCATIONS

October 31–November 3, 2011

At the Eastern Management Development Center in Shepherdstown, WV

This training facility is 70 miles from Washington, DC in the Blue Ridge Mountains above the Potomac River.

August 27–30, 2012

At the Western Management Development Center in Aurora, CO

This facility offers a campus-style learning environment convenient to both Denver and the majestic Rocky Mountains.

February 6–9, 2012

May 21–24, 2012

In Alexandria, VA

Check [www.leadership.opm.gov](http://www.leadership.opm.gov) for additional location details.

For information on presenters and day-to-day schedules, please go to [www.leadership.opm.gov](http://www.leadership.opm.gov)

*“This program provided excellent tools to handle difficult conflicts and conversations.”*

## Register Now for the Conflict Resolution Skills Seminar

This seminar is designed for Federal leaders and employees who want to transform uncomfortable workplace conversations and conflicts into win-win solutions.

### Effective Approaches to Handling Difficult Circumstances

- Learn to identify and resolve various conflicts through case studies and practices geared toward real-life situations.
- Practice proven approaches to conflict resolution by changing emotional responses to actionable decisions.
- Explore how to build and mend relationships after “lose-lose” or “win-lose” situations.
- Identify ways you can achieve mutually acceptable results for everyone involved.
- Develop strategies for approaching real conflict situations in your organization.
- Learn to maintain composure around difficult people and minimize their negative impact.

*“Working with people from other agencies has reinforced my commitment to public service.”*

#### TUITION

\$3,750 at WMDC

\$3,250 in Alexandria, VA

Tuition at the Western Management Development Center location includes materials, meals and lodging. The cost of food and lodging is not included in tuition for the session at in Alexandria, Virginia.

#### LEAD

This seminar meets the project/team lead, supervisor and manager track requirements of the LEAD Certificate Program.

Leadership Education & Development Certificate Program—A complete leadership development curriculum for current and aspiring government leaders, providing official recognition of achievement at every level. For more info, go to [www.leadership.opm.gov/certificates/LEAD/index.aspx](http://www.leadership.opm.gov/certificates/LEAD/index.aspx)

#### RECOMMENDED PRIOR COURSES

Leadership Assessment Programs  
Level I or II

Senior Executive Assessment Program

#### SUGGESTED FOLLOW-ON COURSES

Communicating Face to Face

Coaching and Mentoring for Excellence

**For information on presenters and day-to-day schedules, please go to [www.leadership.opm.gov](http://www.leadership.opm.gov)**

## Three Ways to Register

### 1. Register Online at [www.leadership.opm.gov](http://www.leadership.opm.gov)

Initiate course registration with your Government Purchase Card payment, the fastest way to reserve your space. Use your own agency-specific procurement forms. Once we have received your payment, you will receive confirmation within two business days.

### 2. Fax a Registration Form, found in a catalog or online. This form can be used for courses at the Federal Executive Institute or Management Development Centers.

### 3. Contact a Representative Customer Service Office:

Toll Free: 888-676-9632

Phone: 304-870-8008

Fax: 304-870-8078

TDD/TTY 304-870-8066

Email: [register@opm.gov](mailto:register@opm.gov)



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