



# Effectively Managing Conflict

## Agenda

### Wednesday; February 14, 2018

**9:30 a.m. Registration Opens**

**10:00 a.m. Welcome and Opening Comments**

**10:10 a.m. Successfully Managing Conflict**

**Speaker:** Kirk Randazzo, Ph.D., University of South Carolina

*Many of us prefer to avoid conflict whenever possible, often because we do not know how to handle confrontational situations or difficult people. This presentation explores some fundamental conflict resolution skills and strategies. Initially, we focus on the typical responses individuals adopt when conflict erupts. Then we turn to skills and approaches that one can adopt to resolve specific conflicts. Finally, we discuss specific long-term strategies that will help minimize the potentially negative consequences of conflict.*

**11:10 a.m. Networking Break**

**11:20 a.m. Workplace Conflict Resolution – Diverse Perspectives**

**Speaker:** Rhonda Midgett, MHR, PHR, VP/HR Manager, TD Bank, America's Most Convenient Bank

*Conflict is a universal element of the workplace. It can lead to innovation or chaos depending on how it is viewed and managed. This presentation will examine diverse approaches to conflict and creative ways to merge perspectives to produce positive outcomes.*

**12:20 p.m. Closing Comments and Adjourn**

**12:30 p.m. Box Lunch Available**