

# Effectively Managing Conflict

## Agenda

Wednesday, March 8, 2017

9:30 a.m. Registration Opens

10:00 a.m. Welcome and Opening Comments

10:10 a.m. **Stress in the Workplace:** Sharon L. Sellers, SHRM-SCP, SPHR, GPHR, President, SLS Consulting, LLC

*Topics include:*

- *One Moment All Was Fine and Then... - triggers of stress in the workplace and how managers can mitigate them*
- *What is REALLY Happening Here? A discussion of the physiological and psychological symptoms of stress and signs that managers can use to recognize them*
- *Closing Pandora's Box – Steps managers should take when meeting with an angry employee or customer and the importance of calming bystanders and following up.*

11:10 a.m. Networking Break

11:20 a.m. **Workplace Conflict Resolution – Choosing Your Weapon**

**Speaker:** Rhonda Midgette, PHR, VP – Advice Partner, North American Advice Channel, TD Bank

*Topics include:*

- *Creating a climate for resolution*
- *The view from all lenses*
- *Strategic Compromise*
- *When losing is winning (what to do with lessons learned)*

12:20 p.m. Lunch & Networking

12:50 p.m. **Transforming Conflict into Conversation, Understanding, and Resolution**

**Speaker:** Joy Yousefian, Attorney at Law, certified Family Court Mediator. Project Lead for Conflict=Opportunity at Midlands Mediation Center

*Topics Include:*

- *Introduction to the dynamics of conflict*
- *Conflict styles assessment: understanding your own approach to conflict*
- *Complexity of responding to conflict: when to use what approach*
- *Conversation planner: script for success*

1:50 p.m. Closing Comments

2:00 p.m. Adjourn