Workshop Title: Understanding and Managing Conflict

Description: Conflict is a natural and inevitable result of people interacting with each other. It can, in fact, play a positive role in surfacing issues that must be addressed and in strengthening relationships within a team. This interactive session on managing conflict is designed to help people better understand the meaning, nature, and root causes of conflict and its major effects on individuals, their departments, and the campus as a whole. You will receive feedback on your personal style of handling conflict, gain a clearer understanding of the steps for analyzing and resolving conflict, develop a mutual learning mindset when dealing with conflict, and learn effective strategies for achieving WIN/WIN solutions.

As a result of participating in this seminar you will be able to:

1. Describe both the positive and negative effects and consequences of conflict.
2. Identify common origins of conflict and the actions that individuals and organizations can take to address these underlying causes.
3. Describe the differences between resolving and managing conflict — and when each is most appropriate to use when conflict arises.
4. Develop a mutual learning mindset when faced with conflictual, threatening, and embarrassing situations.
5. Develop a personal action plan for conflict management/resolution based upon your own personal conflict response style.

Your Instructor: Jeffrey Russell, co-director of Russell Consulting, Inc., specializes in helping organizations achieve great performance while successfully responding to the challenges of change. With a focus on leadership, strategic thinking, and leading change, Jeff has worked with organizations as diverse as Fortune 500 firms, public sector organizations, and small family businesses. Jeff received his Masters in Industrial Relations from the UW-Madison. It is at UW-Madison where he serves as an adjunct faculty member for the Wisconsin Certified Public Manager Program, Small Business Development Center, Engineering Professional Development in the School of Engineering, and Master of Engineering in Professional Practice (MEPP) program. He also teaches at the UW campuses of Milwaukee, Green Bay, and La Crosse and has designed and delivered leadership development programs at UW-Stout and UW-River Falls.

Jeff is a frequent presenter at local, national, and international conferences. He has presented at the 2001 through 2011 International American Society for Training and Development (ASTD) Conferences, Jamaica Employers Federation Conventions, Wisconsin Society for Human Resource Management Conferences, National Conference of the American Society for Public Administration, Minnesota Project Management Institute’s Professional Development Days, and Minnesota Quality Conference.

Jeff and his wife and business partner Linda have co-authored eight books. Recent titles include Leading Change Training, Strategic Planning Training, Change Basics, Ultimate Performance Management, and Engage Your Workforce.

To find out more about Jeff’s consulting, training, and writing, visit his website at: www.RussellConsultingInc.com.