

Conflict Resolution Skills for Natural Resource Professionals Caught In the Middle While Just Doing Their Job

Why you'll want to attend:

Conflict can be rough; failing to resolve it, even rougher. Learn effective ways to deal with difficult situations and difficult people while keeping your cool. ***This is the most popular of Mike's workshops.***



Get rid of that lousy feeling when you find yourself in the middle of a conflict. Learn principles and techniques for grabbing hold and managing the conflict instead of it managing you. We work together to give you skills to immediately change the dynamic of the conflict for the better! You build comfort and skill in dealing with conflict and controversy in your work.

You'll learn how to:

1. Shift disagreement from "me-against-you" to "us-against-the-problem."
2. Create durable agreements.
3. Diagnose and plan your role in the conflict resolution process.

Who Should Attend? → Anyone caught 'in the middle'

- ✓ Executives ✓ Habitat Managers ✓ Harvest Mangers ✓ Meeting Facilitators
- ✓ Biologists ✓ Committee Chairs ✓ Field staff who work with the public ✓ Customer Service Professionals ✓ Attorneys ✓ Team Leaders

What is our approach to this learning? Interactive teaching of principles blended with pragmatic techniques you can apply immediately.

Workshop Facilitator:

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"I thought this training on Conflict Resolution was very worthwhile. It's one of the best trainings I've had in a long time."## NOAA Employee#
"You accomplished an incredible feat by synthesizing an intensive, in-depth training to an hour and a half. . ." - Barbara Young, Professor of Nursing

