

Leading Through Challenge and Conflict for Public Managers

Manage conflict with confidence

When: August 19, 2021

Where: Virtual

Left unresolved, the negative effects of workplace conflict include employee disengagement and turnover, work disruptions, and project failure. Learn to quickly identify the root causes of a conflict, employ strategies to effectively manage it, and explore strategies to keep conflict from escalating. Work through a conversation model to help you lead a constructive discussion to find a resolution and chart a path forward when conflict occurs. This class costs \$225.

By the end of this class, you should be able to:

1. Recognize how conflict can be both positive and negative and identify common causes of conflict in the workplace.
2. Apply strategies to effectively manage challenge and conflict.
3. Understand how differences in behavior styles might cause tension with another person, especially under stress, and effectively coach employees to recognize and manage style differences.
4. Describe different conflict management approaches in order to better work together to reach a resolution to a conflict.
5. Engage in a high stakes conversation to achieve a resolution that moves a situation forward while making the relationship stronger.

Instructor: Allison Cooley (MEd, Univ. of Minnesota) is founder and CEO of Effectability, LLC. Allison's unique approach to leadership development, performance coaching and organization development builds key capabilities in leadership, communication, conflict management, and emotional intelligence that ultimately form positive cultures and create high performing teams.

Testimonials: "I appreciated discussing what leads to conflict, how to prepare for conflict, how to address conflict and how to resolve/follow-up. I felt that we were provided tangible tools for addressing conflict (in a way that feels less intimidating and daunting)."

"The breakout in small groups with prompted scenarios were prompted, yet also gave time for individual thought, etc. The tools and tips were relevant. The pre-survey was also helpful to consider my own interpersonal style, which was quick and easy to complete and review."

"Allison was an incredible presenter and did a great job pacing the learning. There was a great balance of hands-on learning to presentation. She also did a great job engaging the class, as well as summarizing content (and synthesizing)."

Register at: <https://localgovernment.extension.wisc.edu/cpm-public-courses>



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