

SPARTANBURG DEVELOPMENT ASSOCIATION WORKSHOP

Magic of Conflict

Conflict is a process that occurs when one person believes the other person is not going to give him/her what he/she wants. In this course participants will learn a process for addressing conflict constructively. This process will assist employees in moving forward toward more collaborative solutions while improving their work relationships.

Highlights

- Define conflict and understand how it can hinder communications
- Identify sources of conflict
- Appreciate the nature of anger and learn how to effectively handle it
- Understand the difference between constructive and destructive conflict
- Define all nine responses to conflict
- Identify preferred ways of dealing with conflict

2012 dates: March 16 or September 26 (8:30 a.m. to 12:30 p.m.)

Location: Class will be held at the SDA office located at 1004 South Pine Street, Spartanburg.

Fee: Members, \$160 per person; non-members, \$230 per person

Instructor: Julie Sanom

Register: To register, call the SDA at 864/585-1007.

Custom delivery: This workshop can be tailored to meet your company's needs. It can be delivered at your facility, or off-site at the SDA. Please contact the SDA for more information.