



Conflict Management at Work

*Confront * Collaborate * Concur*

Knowing these three words is the first step in learning how to identify, intervene in, and learn from each conflict situation that managers and professionals must handle everyday.

Participants in this course will learn to identify conflict response styles, the typical approach to conflict and the reasons why this doesn't usually work, how to sort out competing interests in conflict situations, and how to develop a style for collaborative problem solving to reduce conflict.

Facilitator

Erika B. Gray maintains a mediation and arbitration practice focusing on workplace and interpersonal issues. She is on the faculty at Suffolk Law School, teaching mediation.

Tuesday, May 13, 2003

8:30 AM - 12 NOON BREAKFAST WILL BE SERVED
WALCOTT CONFERENCE ROOMS 2 & 3

RSVP BY TUESDAY, APRIL 29, 2003 AT BVEGA1@PARTNERS.ORG
REGISTER EARLY -- FIRST COME FIRST SERVE



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