



# Work Conflict 1 & 2 day Seminars

Continuing Education  
Credit Approved

1 day: How to Resolve Conflict with Others

1 day: How to Mediate Conflict between  
Employees

2 day: How to Mediate Workplace Conflict



## **Attend 1 or 2 day courses in Workplace Conflict**

*3 courses available in the beautiful Panama City Beach, Florida Location*

**Mediation Institute at Eckerd College**

*How to Resolve Conflict with Others 7 CEU 1day \$395 early-\$495.late*

*How to Mediate Conflict between Employees 7 CEU 1 day \$395 early-\$495.late*

*How to Mediate Workplace Conflict 12 CEU 2 days \$695.00 early-745 late.*

*30 days prior is considered late registration. See Continuing education approvals on last page.*

### **How to Resolve Conflict with Others:**

**The Self-as-Mediator Seminar™ 7 CEU 1 day**

***Every conflict is started by two people.***

Getting others to work with you, not against you. A flexible and impactful one-day learning module, The Self-as-Mediator Seminar (see customized applications and alternative titles) is the most cost-effective way to empower your employees to handle the challenges of today's intensely interdependent workplace. They will learn how to use a simple yet powerful communication tool — "Self Mediation" — to manage the differences that impair teamwork, quality, decision-making, and cooperation throughout your organization.

But more than just a training seminar, this practical program contains resources for changing organizational culture, surgically altering the norms that so often cause obstructive behavior and replacing

them with constructive, positive behaviors. A core element in the MTI Training System, the Self-as-Mediator Seminar puts the tools of the professional mediator in the hands of every employee to build better workplace relationships. It is an essential component of every successful organization's HRD and OD strategic effort. Thousands of people have learned this practical tool for the prevention and early resolution of workplace conflict — read some comments by past participants.

***The financial cost of conflict will decline by 50%. The frequency of conflicts in the host organization will decline by 50%. Conflicts that do occur will be satisfactorily resolved 80% of the time without involvement by the supervisor or manager. Employee satisfaction with the workplace will increase by 30%.***

## Topic outline

1. Measuring the dollar cost of conflict in your organization
2. The two communication "bad habits" of all people in all cultures — how to avoid them
3. The 4-step "Self Mediation" tool — and how to apply it
  - STEP 1: Find a time to talk
    - Why 95% of communication problems stay unsolved — and how to reverse this ratio
  - STEP 2: Plan the context
    - The nuts-and-bolts about where-and-when to talk
  - STEP 3: Talk it out
  - STEP 4: Make a deal
    - The three obvious (but usually ignored) criteria for making agreements that work
4. The surprising reason why this simple 4-step method is so successful
5. Putting Self Mediation to work in your specific job

## Who should attend

The Self-as-Mediator Seminar is designed for any employee who works interdependently with others — bosses, subordinates, and peers. No particular educational background is required. It is especially valuable for self-managing teams.

## Benefits

- Take control of conflicts, rather than be controlled by them
- Negotiate solutions to conflicts, rather than fight
- Mediate conflicts between staff who are locked in personality clashes and petty bickering
- Reduce job stress and tension that may be affecting health
- Handle "difficult people" (and avoid being seen as a "difficult person" by others)

- Save the thousands of "invisible dollars" now being lost by impaired production and missed opportunities
- Remove a key obstacle to the success of TQM and Self-Directed Work Team efforts
- Change organizational culture to make healthy communication the norm, rather than commonplace dysfunctional "crazy-making" behavior

"The Self-as-Mediator Seminar" is the trade title of this highly flexible, customizable training module. Typically, more descriptive titles are given to in-house and sponsored presentations of the seminars. Some examples are:

- Managing Conflict on Teams
- Improving Cross-team Communication in Concurrent Engineering Projects
- A Communication Tool for Prevention of Workplace Violence
- New Employee Orientation: The Way We Manage Our Differences
- Managing the Human Consequences of Downsizing
- A Practical Workplace Diversity Program: More than Awareness Training
- Managing Stress by Managing Conflict
- . . . and many other

## Seminar materials

Every seminar participant receives:

- The primary sourcebook: [\*Managing Differences: How to Build Better Relationships at Work and Home\*](#) (third edition) by [Daniel Dana](#). Click on title or icon to the right for table of contents, book description, and reviewer comments.
- Workbook: A multi-volume step-by-step individualized guide for using new skills on the job
- Secondary sourcebook (optional): [\*Conflict Resolution: Mediation Tools for Everyday Worklife\*](#) (McGraw-Hill, 2001) by Daniel Dana.
- Wallet card job aid: Handy guide that summarizes Managerial Mediation for immediate use
- [The Dana Benchmarking Instruments](#): Unrestricted personal access to these on-line tools for organizational assessment:

*The Dana Measure of Financial Cost of Conflict*  
*The Dana Survey of Conflict Management Strategies*



## Continuing education approvals

- **Society for Human Resource Management (SHRM):** Approved for 7 credit hours toward PHR and SPHR recertification by the Human Resource Certification Institute (HRCI)
- **Employee Assistance Professionals Association:** 6.5 Professional Development Hours
- **Sun Microsystems Corporate University:** SunU course code SU1225
- **Nursing Continuing Education:** 9.0 contact hours, all states except Iowa and California



## How to Mediate Conflict between Employees:

**The Manager-as-Mediator Seminar™    7 CEU    1 day course**

### *Helping a good employee do good work together*

Every up-to-date organizational leader knows that the controlling, coercive management style of yesteryear no longer works. Demographic and economic changes now require that managers not only negotiate with their staff, but help them negotiate with each other. Sadly, many management development programs fail to show managers exactly how to mediate between employees.

Current trends toward downsizing, flatter hierarchies, teams, quality, and multiple responsibilities are intensifying the interdependency between employees. Most organizations inadequately equip their staff to effectively negotiate work relationships in these challenging times.

A core element in the [MTI Training System](#), the *Manager-as-Mediator Seminar* puts the tools of the professional mediator into the hands of your managers to build better workplace relationships, enhance performance, improve productivity, and cut the unnecessary financial costs of workplace conflict.

Thousands of people have learned this practical tool for the prevention and early resolution of workplace conflict — read some [comments by past participants](#).

#### Seminar modules

The topics above are addressed within modules that allow flexibility in scheduling and meeting client learning needs. Each module contains approximately four hours of instruction. Click each Module to view [detailed seminar content](#).

##### Module 1: Necessary Knowledge

Preparing to take effective action

##### Module 2: Successful Conflict Conversations\*

Self-mediation, a core workplace competency

##### Module 3: Third-party Resolutions

Managerial Mediation, a core leadership competency

Module 2 is optional in the *Manager-as-Mediator Seminar*. Successful Conflict Conversations is the primary content of the [Self-as-Mediator Seminar](#), the course for all staff, including managers.

#### Who should attend

The *Manager-as-Mediator Seminar* isn't just for managers. It is designed for supervisors, team leaders, members of self-managing teams, and human resource staff — in short, for any employee who is responsible for the cooperative work of others. It is also excellent preparation for *future* leaders. No particular educational background is required.

"*The Manager-as-Mediator Seminar*" is the trade title of this highly flexible, customizable training module. Typically, more descriptive titles are given to in-house and sponsored presentations of the seminars. Some examples are:

## Seminar materials

Every seminar participant receives:

- The primary sourcebook: *Managing Differences: How to Build Better Relationships at Work and Home* (third edition) by Daniel. Click on title or icon to the right for table of contents, book description, and reviewer comments.
- Workbook: A multi-volume step-by-step individualized guide for using new skills on the job
- Secondary sourcebook (optional): *Conflict Resolution: Mediation Tools for Everyday Worklife* (McGraw-Hill, 2001) by Daniel Dana
- Wallet card job aid: Handy guide that summarizes Managerial Mediation for immediate use
- *MTI Conflict Assessment Instruments*: Unrestricted personal access to these on-line tools for organizational assessment:
  - The Dana Measure of Financial Cost of Conflict*
  - The Dana Survey of Conflict Management Strategies*

**How to Mediate Workplace Conflict:                    12 CEU                    2 day**

## **The Manager-as-Mediator Seminar™**

**12 continuing education credits, Mediation Institute at Eckerd College**

*"In the life cycle of every conflict, there is a point  
when it's large enough to be recognized,  
but small enough to be resolved."*

Every up-to-date organizational leader knows that the controlling, coercive management style of yesteryear no longer works. Demographic and economic changes now require that managers not only negotiate with their staff, but help them negotiate with each other. Sadly, many management development programs fail to show managers exactly how to mediate between employees.

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### • **Benefits**

1. Learn Managerial Mediation, a core leadership competency, and Self Mediation, a core workplace competency — *Don't go to work without it!*
2. Gain understanding of methods for *strategic* management of organizational conflict — *if your solution isn't strategic, you've got another problem!*
3. Use your pre-paid organizational assessment to benchmark a current organizational initiative, or to establish a compelling proposition to other decision-makers in your organization that investment in the strategic management of conflict may be a wise decision.
4. Preview the [MTI Training System](#) for possible implementation in your organization.

**Certificate:** "Certified Manager in Managing Workplace Conflict



## Continuing education approvals

### Approvals

**MaM** = [Manager-as-Mediator Seminar](#) ~ Day 1 ([Course A](#)) of MTI's five-day program)

▶ **SaM** = [Self-as-Mediator Seminar](#)

▶ **CerCon** = [Certification Course in Managing Workplace Conflict](#) for Professionals, Managers, and Trainers ~ 12 credit hours ~ Days 1 and 2 ([Courses B](#))

**Society for Human Resource Management (SHRM)** — PHR, SPHR, and GPHR recertification credits are administered by the Human Resource Certification Institute (HRCI).

▶ **CerCon**

**Continuing Mediator Education**

▶ **MaM** ~ 7 CME

▶ **SaM** ~ 7 CME

▶ **CerCon** ~ 12 CME



Mediators are required to self-report those hours applicable to their areas of certification at the time of their renewal. Consult [your state mediation authority](#) to receive report forms and other details particular to your state.

**California Behavioral Sciences (MFTs and LCSWs)**

▶ **MaM** ~ 7 hours CEU

▶ **CerCon** ~ 12 hours CEU

Course meets the qualifications for \_\_\_ hours of continuing education credit for MFTs and/or LCSWs as required by the California Board of Behavioral Sciences. Continuing education credits are offered through The Discovery Group, A General Partnership, provider number: PCE 4881.

**Bureau of Alternate Methods for the Resolution of Conflict of The Supreme Court of Puerto Rico**

▶ **CerCon** ~ 12 hours of Continuing Education.

**Sun Microsystems Corporate University (SunU)**

▶ **MaM** ~ Course code 1226, **Sun Microsystems Corporate University**: SunU course code SU1225

▶ Approved by the Employee Assistance Certification Commission for 12 Professional Development Hours (PDHs) for Employee Assistance Professionals: SSDMONLN0206-E18,

Domain II.  **Employee Assistance Professionals Association. Professionals Association:** 6.5 Professional Development Hours

Classroom instructional formats of this content have been approved for continuing education credits by the Society for Human Resource Management (SHRM) and other accrediting authorities. [See details](#). Additional approvals are in process.

- **Society for Human Resource Management (SHRM):** Approved for 7 credit hours toward PHR and SPHR recertification by the Human Resource Certification Institute (HRCI). **Nursing Continuing Education:** 9.0 contact hours, all states except Iowa and California

The courses are presented by Dr. Barbara Ellis-Woroch a leading national expert in “negative emotions in the workplace and certified trainer in Workplace Conflict. She is an Industrial & Organizational psychologist.

Combine a wonderful vacation in beautiful Panama City Beach, Florida and get continuing education credit in Workplace Conflict. Please call to get dates.

All courses are taught at the prestigious Beach Professional Building at:



**V The Work Studies Institute, LLC**

**415 Richard Jackson Blvd**

**Panama City Beach, FL 32407**

**850.588.1477**

**Email [theworkstudiesinstitute@gmail.com](mailto:theworkstudiesinstitute@gmail.com)**

Accommodations are available at a variety of locations. See the “Chamber of Commerce, Panama City Beach website for a list of great hotels and motels. Discounts may apply at participating hotels and motels.

The Work Studies Institute, LLC 415 Richard Jackson Blvd # 204 Panama City Beach, Fl 32407