



19210 S. Vermont Avenue, Building A, Suite 100
Gardena, CA 90248
Phone: (310) 538-0233
www.irwaonline.org

Course 213: Conflict Management December 4, 2018 Kansas City, MO



Course 213: Conflict Management

Course Description:

This course presents specific methods for reaching collaborative solutions and minimizing negative aspects of conflict while maximizing benefits of resolving conflict. During this course, participants will learn how effective conflict management can open doors to healthier workplace relationships and more productive working relationships with both property owners as well as the general public.

Course Level:

Core

Course Tuition Includes:

Participant Manual

Topics:

- What is conflict?
- Nature and consequences of conflict
- The two consequences of conflict
- How to identify “crazy-makers”
- Seven common outcomes of “usual conflict”
- How processes and outcomes separate constructive from destructive controversies
- Why conflict is natural
- Determine your own conflict style — self examination
- Coping with criticism
- Managing interpersonal conflict
- Communication climate: key to conflict management

Recommended Materials:

Successful Communication and Negotiation Textbook (separate purchase; available through IRWA’s Publication Store)

Who Should Take This Course:

This course is designed for right of way professionals and individuals who want to better manage their roles in interpersonal conflict and to develop better relationships.

Last Name

First Name

Title

If payment includes the fees for registrants other than yourself, check here:
 (Please submit names of other registrants on a separate paper along with this form)
 Will you also be attending? Yes No

Company Name

Address

City, State, Zip/Postal Code

(_____) _____ - _____ Yes No
Phone Member Member ID Number

Email Address

	Registration Deadlines	Member Tuition	Non-Member Tuition	Total Tuition Amount
On and Before:	Nov. 4, 2018	\$265.00	\$330.00	_____
On and After:	Nov. 5, 2018	\$290.00	\$355.00	_____

Total Member Registrants: _____
 Total Non-Member Registrants: _____

PRINT NAME AS IT APPEARS ON CARD: _____ 3-DIGIT CVV: _____

AMEX MC VISA Card #: _____ EXP: _____

SIGNATURE: _____ Date: _____ Amount to be Charged: _____

Course 213: Conflict Management December 4, 2018 Kansas City, MO

Sponsor: IRWA Chapter 5
 Date: December 4, 2018
 Time: 8 AM to 5 PM
 City: Kansas City, MO

Class Location:
 City of Kansas, Missouri Department of Water Services
 4800 E. 63rd Street
 Kansas City, MO 64130
 Phone: (816) 513-0297
 Fax: (816) 513-0288
 Participant Capacity: 40

Four Ways to Register:
 Online: www.irwaonline.org
 Fax: (310) 538-1471
 Phone: (310) 538-0233, x134
 Contact Course Coordinator

Accommodations:
 Holiday Inn Express
 8551 Blue Parkway
 Kansas City, MO 64133
 Phone: (816) 997-9444
 Rate: \$109.00 + Tax
 Contact hotel for reservations
 Book early and mention IRWA

Course Coordinator:
 Richard Snedegar
 4800 E. 63rd Street
 Kansas City, MO 64130
 Phone: (816) 513-0297
 Fax: (816) 513-0288
 Email: richard.snedegar@kcmo.org

Course Instructor:
 Mike A. Penick, SR/WA, is Property & Leasing Coordinator and Right-of-Way Manager at Louisville Metro Government; prior to LMG, Mike was employed as a Right-of-Way Agent at HMB Engineers and Presnell Associates, with acquisitions experience since 1998. Mike has a Bachelor's degree in Business Administration from the University of Louisville, and an MBA with International Concentration from McKendree University, with memberships in the honor societies of Phi Kappa Phi and Sigma Beta Delta. In addition, Mike has taught courses for Jefferson County Public Schools' Adult Education Program. Mike has served in all board level positions for IRWA Chapter 25, is currently a Certified Course Coordinator, and the Chapter 25 Education Chair.

Cancellation Policy: All classes scheduled by IRWA are subject to cancellation. All class registrants must contact the Course Coordinator prior to making travel arrangements, keeping in mind that the class may be cancelled at any time (for reasons including, but not limited to, insufficient registration, Instructor emergencies or other issues beyond the control of the chapter and/or IRWA). Fully liquidated damages for any losses incurred by a class registrant are limited solely to a refund of the registrant's prepaid class tuition. IRWA and its chapters assume no other registrant liability resulting from class cancellation.

Tuition Refund Policy: Written notification of intent to cancel registration must be received via email by both the Course Coordinator and IRWA Headquarters Education Staff (education@irwaonline.org) prior to the class start date in order to be eligible for a tuition refund. A full tuition refund will be issued if notice is received 15 days or more prior to the class start date; a 75% refund will be issued if notice is received less than 15 days prior to the class start date, and no refund will be issued for notice received on or after the class start date.