

The HR Manager as the Peacemaker

\$65 PER ATTENDEE - QUALIFIES FOR 1 HOUR OF HRCI CREDIT

Conflict is an inevitable part of working relationships and HR Managers are often called upon to be impartial mediators when conflict arises among co-workers. However, with a proper response conflict can lead to a diversity of solutions that are often more effective than when only one solution is explored. It allows managers and employees to better understand personality styles, differences of opinion and how to best work together yielding more productive relationships. Conversely, if left unresolved, conflict can compromise relationships and undermine the organization's effectiveness.

TOPICS COVERED IN THIS WEBINAR

- **Conflict as a Positive**
In most instances, conflict is not a case of right or wrong but rather differing perceptions. By managing conflict skillfully, you can gain much more.
- **Reasons for Conflict**
How personal differences, information, different objectives, and environmental factors can cause conflict.
- **Somatotyping "Body Typing"**
A way to identify sources of conflicts
- **Testing and Assessments**
As a way to identify reasons for conflict
- **Nature of Conflict**
The natural course conflict will take if it's not dealt with and allowed to grow wild.
- **Conflict Styles**
People respond to conflict in different ways depending on their personality characteristics.
- **Resolving Conflict**
The steps that need to be taken in order to resolve conflict including things not to do and what issues can/cannot be negotiated.

These sessions will be led by Milt Cotter, CEO of CRI (www.criw.com), a nationally recognized leader in the Human Resources arena in the government sector and private industry for over 45 years.

To register online for this webinar, please visit www.criuniversity.com or call Nicole Simon, Conference Coordinator, at (800) 328-1940 ext 102.