

# HOW TO DE-ESCALATE CONFLICT AT WORK

Conflict negatively impacts moral causing poor performance and leaving team members feeling hurt long after it happens but it doesn't have to be that way.

Join us to learn practical steps you can take to prevent conflict from happening by making sure it is focused on a process not a person and how to de-escalate it when it does happen.

**Dave George**

Operations Leader

**Susan LaCasse**

President  
Leaderscapes, Inc.

**Moderated by:**

Kirby Sneen, President  
Manufacturers Alliance

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**Fee:**

Members: No cost

Non-Members: \$65

**Date & Time:**

Thursday October 14<sup>th</sup>, 2021  
11:00 a.m. - 12:00 p.m. CST.

**Location:**

Re-Broadcast

**Registration:**

On-line at [www.mfrall.com](http://www.mfrall.com) or  
email [ma@mfrall.com](mailto:ma@mfrall.com)

*“Learning what my peers are doing is very energizing! It also helps me keep things fresh, relevant, and avoid complacency.”*

**Connie Pautz, VP of HR,  
Hutchinson Tech.**