



# Conflict, Communication and Collaboration

Strategies and Techniques for Principled Negotiation

Offered as part of the Supervision Fundamentals Certification



**Your instructor:**

*Susan LaCasse* brings 30+ years of experience leading and supporting transformational change, teaching & developing leaders, and helping people claim the life they want. She has taught strategy, leadership, and critical thinking courses. Susan holds a Master's degree in Training and Human Resource Development, and Bachelor's degrees in English and Mathematics.

Communicating and managing conflict are among the most important and challenging jobs of leaders. Participants become more aware of conflict management strategies and when each of them might be appropriate. Participants learn techniques for effectively raising issues with others and how to respond to defensive reactions. They also have the opportunity to practice collaboration skills (i.e. win-win problem solving and principled negotiation) through one-on-one skill practices and small group exercises.

**After completing this session participants should be able to:**

- Prevent unnecessary/unproductive conflict at work through effective communications
- Create an open communications environment
- More consciously select the appropriate conflict management strategy to use
- Effectively raise an issue with an employee, a co-worker or even their own manager
- Respond to defense mechanisms and demonstrate active listening skills
- Take a collaborative (interest-based/win-win) approach to resolving conflict
- Mediate conflict between co-workers when necessary

**Thursday, May 18, 2023 8:00 a.m. - 4:00 p.m.**

**Fee:** **MA members** \$335 per person **Non-MA members** \$435 per person  
**Receive a 10% discount if you register 14 days prior to the event**

**Location:** **Manufacturers Alliance Training Center**  
8421 Wayzata Blvd, Suite 190  
Golden Valley, MN 55426  
(For directions and map go to [www.mfrall.com](http://www.mfrall.com))

**Register:** Registration is required. Reserve on-line at [www.mfrall.com](http://www.mfrall.com), by 3:00 pm by May 16, 2023. **Your satisfaction is guaranteed.**

**Cancellation Policy:** **No refunds** for cancellations after 3:00 p.m., May 16, 2023, or for no-shows at workshop. *(Substitutions are accepted.)*

*Participants in our Supervision Fundamentals Certification must notify us two business days in advance of this workshop if they cannot attend it or they will be invoiced the workshop fee.*