

# Effective Conflict Management, Tools, Process and Skills

Nov. 11 | 9:00AM – 3:00 PM | River Campus

Audience: Executive directors, directors, supervisors, coordinators, professionals

Managing conflict effectively can increase efficiency and improve morale. This workshop will review the five conflict styles and assess your conflict style by utilizing the ThomasKilmann Conflict Mode Instrument. The advantages and pitfalls of each of the styles will be discussed. The six sources of the organizational conflict will be reviewed along with steps to resolve them. A list of conflict management suggestions will be discussed to help identify an effective conflict management procedure for your work group. The key steps in resolving conflict will be presented and applied to your work setting. Participants will have an opportunity to practice being a third-party facilitator for two individuals experiencing conflict.

## REGISTRATION

Additional paperwork is required to receive HR funds for this program. Register for the program at:

[https://www.udayton.edu/centerforleadership/registration\\_form.php](https://www.udayton.edu/centerforleadership/registration_form.php)



## ROGER FORTMAN

Roger Fortman has been a consultant, trainer and executive coach for more than 20 years, working with organizations across the United States and in Sweden. He provides training and consultation in strategic planning, leadership development, change and culture management, team building, generations, diversity, behavioral interviewing, and conflict and stress management. Fortman is a qualified/certified trainer in AchieveGlobal (Zenger Miller), DDI including Targeted Selection, DiSC Indra and Myers-Briggs Personality Types. He is also a national executive coach for the National Hospice and Palliative Care Organization. Fortman has taught courses at the University of Dayton and Wright State University.