

Eau Claire October 23-24, 2008  
Eau Claire May 14-15, 2009



## Facing Conflict Head-On!

The problem is not the conflict . . . the problem is how we *handle* the conflict.

### Do you struggle to:

- Improve your conflict management skills
- Teach others how conflict can be positive
- Overcome your fear of conflict
- Increase the morale of your work group
- Get more out of relationships

**Learn** how to build trust, self-esteem and constructive communication through effective conflict management.

**Use** conflict to clarify relationships, heighten creativity and approach old problems from a new perspective.

**Discover** the role expectations, perceptions, feelings and past experiences play in current conflicts.

**Examine** the impact that different backgrounds, personalities and work styles have on conflict.

Multiple points of view are inevitable in the work place. So is conflict. Conflict is a natural by-product of strongly-held opinions and beliefs.

### The conflict process is complicated.

#### Learn how:

- Effective communication compares to conflict, and the differences
- Perceptions can create conflicts
- Emotions can heighten conflicts
- Active listening benefits you in a conflict situation
- Your personality shapes your communication style
- To fit your communication to the receiver
- To identify the root causes of conflict in your organization
- To prioritize steps for implementing solutions
- Your innate personality type [Myers-Briggs Type Indicator]
- To deal with specific personality types

Constructive conflict resolution is key to your success as a manager.

## Instructor

**ROBERT JEFFERS** is a consultant and coach who teaches people how to build better working relationships, more effective organizations and healthier personal lives. He brings a passion for helping people make connections between their goals and actions. Robert has lived and traveled in 48 countries. He learned leadership on the job with Pacific Crest Outward Bound School, he discovered financial reality as a budget analyst for the Alaska State Legislature, and he practiced calm in the midst of chaos dodging tear gas in Algeria. He lives in Olympia, Washington.

## Who Should Attend

Anyone who manages people or works in a team-based environment:

- Small business owners
- Supervisors
- Managers
- Project managers
- Team leaders

The longer they remain unsolved, the more complicated conflicts become.

“Robert really ties the concepts into practical, daily activities. And he has a great sense of humor.”

FACING CONFLICT HEAD-ON! ATTENDEE

1-800-582-5182

[www.uwec.edu/ce/business/SupervisorManage.htm](http://www.uwec.edu/ce/business/SupervisorManage.htm)

**Facing Conflict Head-On!** is an ELECTIVE TOPIC in the Supervisory Management Certificate Program. It is also a stand-alone seminar and can be taken without enrolling in the Certificate Program.

Connecting Campus and Community!

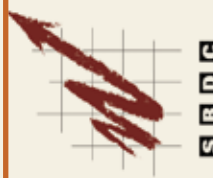


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No state tax dollars were used to print this publication.

It's how you deal with it that counts.

# Facing Conflict Head-On!



Have conflict? Make it productive!

## Facing Conflict Head-On!

SUPERVISORY  
MANAGEMENT

Invest in Yourself.  
Advance Your Career.

EAU CLAIRE  
OCTOBER 23-24  
2008

EAU CLAIRE  
MAY 14-15  
2009

Invest in Yourself. Advance Your Career.

SUPERVISORY  
MANAGEMENT

# Whether you're a manager now or hope to be one soon — we can help you reach your goals.

WE'VE DONE IT FOR MORE THAN 10,000 MANAGERS SINCE 1979.



## Take only Facing Conflict Head-On! Or, go further and earn your certificate.

**ARE YOU...** Interested in a specific management issue? Or, would you like to document your skills, knowledge and experience by earning your Supervisory Management Certificate?

### OUR SUPERVISORY MANAGEMENT CERTIFICATE PROGRAM IS

**PRACTICAL** — Start with the basics that provide you with tips, tools, and proven strategies for management success.

**ADAPTABLE** — Tailor elective topic choices to meet your needs.

**REALISTIC** — You have up to five years to take the six two-day seminars needed for your Certificate.

**FLEXIBLE** — Seminars are held throughout the year in Eau Claire and La Crosse so you can choose when and where to attend.

**INVALUABLE** — In addition to learning from top-notch facilitators, you'll network and benefit from sharing experiences with professionals who do what you do.

### EARN YOUR CERTIFICATE

To earn your Supervisory Management Certificate, attend the **three core seminars: SUPERVISORY MANAGEMENT 1, 2 AND 3**. Also, choose **three electives** that best meet your needs and interests.

**THE THREE CORE SEMINARS** provide a complete overview of the basics that are essential as you transition into management. The skills are vital to staying current as you progress in your management career.

**THE ELECTIVE SEMINARS: Choose topics that are right for your management needs.** Elective topics are available on building teams, facing conflict, improving efficiency, managing a diverse workforce, maximizing performance, negotiation skills, managing change, project management, and techniques for on-the-job training. Elective topics may be taken prior to core programs.

### OUR PRESENTERS

University faculty and cutting-edge consultants bring you best practices, interactive and practical content, plus proven strategies you can put to use at work immediately.

### WEBSITE

Please visit our website at [www.uwec.edu/ce](http://www.uwec.edu/ce) for other educational opportunities. For more information on any seminar in the Supervisory Management series, go to:

[www.uwec.edu/ce/business/SupervisorManage.htm](http://www.uwec.edu/ce/business/SupervisorManage.htm)

"I learned that other personality types are valuable on a team. We balance each other."

FACING CONFLICT HEAD-ON! ATTENDEE

## No tests. No homework. What are you waiting for?

Earn your Supervisory Management Certificate at your own pace, take elective topics that meet your needs and move your career forward.

### WE'LL EVEN COME TO YOU

In-house presentations tailored to your needs are available. Contact your university program manager for more details:

#### UW-Eau Claire

Marilyn Kanne | Small Business Development Center  
715-836-5811 | [kannemj@uwec.edu](mailto:kannemj@uwec.edu)  
[www.uwec.edu/ce](http://www.uwec.edu/ce)

#### UW-La Crosse

Stephen Woessner | Small Business Development Center  
608-785-8783 | [woessner.step@uwlax.edu](mailto:woessner.step@uwlax.edu)  
[www.uwlax.edu/sbdc](http://www.uwlax.edu/sbdc)

"I'm more aware of how assumptions made about the other person's intent affect my interpretations of the message."

"Learned a lot about myself. Now I understand what my triggers are."

FACING CONFLICT HEAD-ON! ATTENDEES

## For Registration or More Info

PH : 715-836-5811 | 800-582-5182

WB : [www.uwec.edu/ce](http://www.uwec.edu/ce)

EM : [ce@uwec.edu](mailto:ce@uwec.edu)

ML : Supervisory Management  
P.O. Box 4004  
Eau Claire, WI  
54702-4004



The Supervisory Management Certificate Program is a collaborative effort of UW-Eau Claire Continuing Education and UW-La Crosse Small Business Development Centers. The Small Business Development Centers are members of the Wisconsin Entrepreneurs' Network, a coalition of more than 100 partner organizations which provide access to services for small business throughout Wisconsin. The Universities are partners in education with University of Wisconsin-Extension and the U.S. Small Business Administration. The SBDC is funded in part through a cooperative agreement with the U.S. Small Business Administration. All opinions, conclusions or recommendations expressed are those of the author(s) and do not necessarily reflect the views of the SBA.

Detach form and mail to:  
Supervisory Management, P.O. Box 4004, Eau Claire, WI 54702-4004

**Eau Claire** Sweetwaters Restaurant  
EXIT 65 FROM I-94, JUST OFF HWY. 37 AND 12

**La Crosse** Cleary Alumni and Friends Center  
ON THE UW-LA CROSSE CAMPUS

### SEMINAR DATES & TIME

**Eau Claire** October 23-24, 2008  
**Eau Claire** May 14-15, 2009

Seminars meet from 8:30 a.m.-4 p.m.

### COURSE FEE

\$425 / person / seminar includes refreshment breaks, luncheons, materials, and instruction. Payment is required at time of registration. Please make checks payable to **UW-Eau Claire**. Fees are subject to change after June 30, 2009.

### CONFIRMATION

Prior to the seminar, you will receive a letter with a link to directions to the seminar site and lodging information. Parking permits will be included if needed.

### SAVE MONEY WITH DISCOUNTS

Group discounts save you \$50 per person per seminar. Registrations must be received together to qualify for discounts.

### Group Discount Fee

\$375 per person per seminar for 3 to 5 people from the same firm to attend the same session.

### REFUND POLICY, TRANSFER FEES

To receive a full refund, you must cancel no later than five (5) business days prior to the start of the program. Cancellations after this time will receive a refund, less a \$50 administrative fee. Please note, if you no-show or cancel the day of the program, you are responsible for the full program fee.

Substitutes are welcome and may register in your absence. Just call the Continuing Education office (715-836-5811 or toll-free 800-582-5182) and we'll take care of everything. Walk-ins are welcome—please call 24 hours ahead to ensure space availability. If you wish to transfer your registration to another seminar, a \$50 transfer fee is applied to each transfer.

### ACCOMMODATIONS

Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Please contact Marilyn Kanne at 715-836-5811 or toll-free 800-582-5182, or use the Wisconsin Relay System by dialing 7-1-1-715-836-5811.

*University of Wisconsin-Eau Claire Continuing Education reserves the right to cancel any program due to insufficient enrollment or other administrative reasons, as well as the right to limit enrollment to ensure quality. In the event of a UW-Eau Claire Continuing Education cancellation, a full refund will be issued.*

*An EEO/Affirmative Action employer, University of Wisconsin provides equal opportunities in employment and programming, including Title IX and ADA requirements.*

## REGISTRATION FORM Facing Conflict Head-On!

Please check the city/date you plan to attend.

Eau Claire	October 23-24	2008	<b>B602-092</b>
Eau Claire	May 14-15	2009	<b>B654-094</b>

NAME		JOB TITLE	
COMPANY NAME			
ADDRESS 1			
CITY / STATE / ZIP			
HOME ADDRESS			
CITY / STATE / ZIP			
WORK PHONE (WITH AREA CODE)		HOME PHONE (WITH AREA CODE)	
E-MAIL ADDRESS			
PAYMENT INFORMATION			
<b>Course fee:</b> \$425 per person.			
<b>Group fee:</b> \$375 per person for 3-5 people from the same firm for the same class. <i>(Discount registrations must be received together.)</i>			
<input type="checkbox"/> Check or Purchase order enclosed. P.O. # _____ <i>(Payable to UW-Eau Claire)</i>			
<input type="checkbox"/> VISA	<input type="checkbox"/> Mastercard	CREDIT CARD EXPIRATION DATE	
CREDIT CARD NUMBER			
PRINT CARDHOLDER'S NAME		CARDHOLDER'S SIGNATURE	
FOR OFFICE USE:	CUST ID	CO ID	B3