

Vernon Campus
4400 College Drive
Vernon, TX 76384
940.552.6291

Century City Center
4105 Maplewood Ave.
Wichita Falls, TX 76308
940.696.8752

Skills Training Center
2813 Central Expressway E
Wichita Falls, TX 76302
940.766.3369

Sheppard Learning Center
426 5th Avenue, Suite 8
Sheppard AFB, TX 76311
940.855.2203

Seymour Learning Center
200 Stadium Drive
Seymour, TX 76380
940.889.3133

Conflict Management for Supervisors and Managers

Tuesday, July 31, 2018

9:00 AM - 4:00 PM

\$169

(\$150 each for 2 or more people from the same company)

Vernon College, 4105 Maplewood Avenue, Wichita Falls, TX

Is workplace conflict taking time away from important tasks? Taking your focus off providing high quality products and services for your customers? With a few basic tools, you can greatly improve your ability to get a handle on disruptive behaviors before they cause you money and give you a headache.

Topics:

- The costs of conflict
- Basic conflict resolution techniques
- Basic skills managers need to deal with conflict
- Basic mediation skills all managers need
- Harnessing the power of positive conflict for better problem solving

Through case studies and classroom exercises, attendees will work through common workplace conflict situations and will leave with a plan to improve their skills in managing workplace conflict.



Penny Miller, SHRM-CP, SPHR, President of Venture HRO, LLC. Penny has 30+ years of experience in human resources and as a leadership coach has helped managers improve their conflict management skills. Penny is a mediator, specializing in workplace conflict.



DSA
Don Swift and Associates, LLC
The Human Side of Quality

Don Swift, CQIA, President of Don Swift and Associates. Don has 30+ years of experience in quality and human resources coaching managers in handling workplace conflict. Don is a mediator, specializing in workplace and victim/offender mediation.

**To register, contact the
Vernon College Continuing Education Office
940-696-8752, extension 3214**