

## Methodology:

We believe learning should be fun, and we design all our seminars with the adult learner in mind. You can expect us to:

- Make every session innovative, comprehensive, and motivational.
- Adapt to the uniqueness of each class.
- Use realistic examples and case studies.

## Instructors:

### ***Wilma Randall***

Wilma holds a B.S. in Education, Training and Development and has achieved her national professional certification through the American Society for Training and Development. She designed, developed and implemented a comprehensive, year-round training program for a major non-profit organization; the program is now used as a model in that sector. Wilma has served on numerous local, state and national boards of directors, and she has a Masters Degree in Organizational Development.

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### ***Lori Hoppes***

Lori specializes in interactive learning in adult education through confident and animated presentations. She is a Certified Challenge Course Instructor and holds a B.S. in Education, Training and Development. Lori's background includes designing, coordinating and delivering training programs and seminars across a wide range of venues.

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**I am not afraid of storms, for  
I am learning how to sail my ship.**

**- *Louisa May Alcott***

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## Face to Face

## Conflict Management

Offered by



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# Face to Face Conflict Management

## Purpose:

Most of us face confrontation in our daily lives. Many of us wish we were better equipped to handle it. *Face to Face* provides participants with the skills they need to effectively deal with difficult situations and people. Join us in this seminar and discover how to turn those dreaded encounters into positive, productive outcomes.

## You will learn to:

- Recognize five response modes associated with conflict.
- Apply mediation and communication techniques to avoid the negative outcomes of conflict.
- Deal with difficult situations in a calm, logical manner.

## You will receive:

- Job aids you can use to remove the emotion from confrontation.
- A bibliography of suggested reading materials.

## You will:

- Interact and network with your colleagues.
- Learn by doing.
- Develop an action plan for facing future conflicts.

## Objectives

- **Recognize and use the five conflict response modes.**
  - **Determining your preferred mode.**
  - **Becoming comfortable with and effectively using all the modes.**
- **Apply key communication skills in a confrontational situation.**
  - **Identifying negative and positive “triggers.”**
  - **Working with D.E.S.C. to remove the emotion from confrontation.**
- **Use various mediation techniques to keep a confrontational situation on track.**
  - **Dealing with behaviors designed to “trap” or “hook”.**
- **Avoid the negative outcomes of conflict.**
  - **Learning the advantages and potential problems of using each conflict mode.**
  - **Using humor to help defuse a charged situation.**
- **Confidently handle difficult situations in a positive and constructive manner.**
  - **Choosing your battles.**
  - **Working through your real-life case study from start to finish.**