



Training Opportunity

Getting to the CORE of Conflict and Communications



Do you ever encounter conflict?

If the answer is yes, this course might be for you.

Do you try to avoid conflict?

If the answer is yes, this course might be for you.

Are you confident in your ability to manage conflict?

If the answer is no, this course might be for you.

Do you struggle with having challenging conversations?

If the answer is yes, this course might be for you.

The DOI Office of Collaborative Action and Dispute Resolution will offer **Getting to the CORE of Conflict and Communications for DOI** in Arlington, VA and Lakewood, CO. This course counts towards 4 hours of diversity training credit!

What is conflict management? The ability to effectively interpret and resolve conflict by limiting the negative aspects of conflict while increasing the positive. Yes, conflict can be positive!

Learning Objectives:

- Utilize conflict as an opportunity to create change and build relationships in a diverse workplace
- Recognize conflict and its causes, including behaviors that escalate or de-escalate conflict
- Be intentional about an approach or strategy to addressing conflict
- Increase your self-awareness and ability to surface dissent and have difficult and meaningful conversations before situations escalate
- Understand the difference between positions and interests and increase use of collaborative problem solving approaches

Class Dates, Time and Location:

- April 26, 2017, 8:30 am-5:00 pm, 801 N. Quincy, 2nd floor conference room, Arlington, VA 22203
- June 6, 2017, 8:30 am-5:00 pm, Denver Federal Center, BLM Building 50, California Room
- June 7, 2017, 8:30 am-5:00 pm, Denver Federal Center, BLM Building 50, Nebraska Room

Cost: FREE!

Register: in DOI Learn by searching keyword, GTCC or by clicking on link

<https://gm2.geolearning.com/geonext/doi/coursesummary.CourseCatalog.geo?id=173327&selectTab=Scheduled+Classes>

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