

CONFLICT RESOLUTION

DESCRIPTION:

In today's workforce, there exists a common reluctance to "get involved" in a conflict situation. Who doesn't feel uncomfortable at the thought of an unpleasant and possibly emotional confrontation? We usually hope the problem will work itself out. Unfortunately, conflicts are rarely "self-healing" conditions. By attending this interactive workshop, your team members will learn how to take responsibility for resolving individual conflicts by following simple, effective steps. Your entire team should attend this session. This workshop is about dealing with difficult people, including getting the best from all; working with people you don't like; stopping gossip, backbiting and malicious compliance; and helping supervisors solve conflicts at the lowest competent level.

OBJECTIVES:

Participants will learn

- The common problems that cause conflict in the workplace
- Ways of diffusing negativity
- Ways of encouraging positive behavior
- Ways of dealing with difficult people without becoming one

TARGET AUDIENCE:

Supervisors, managers, administrators and anyone who hopes to enjoy working in a peaceful, honest environment.

INSTRUCTOR:

David Grouchy

David Grouchy has worked as an environmental and civil engineer, land and hydrographic surveyor for private firms, construction companies, cities, counties, state and federal government. He was formerly Director of the Louisiana Local Technical Assistance Program.

REGISTRATION PROCEDURE:

Please contact Gail Ikeda at (808) 956-8367, (808) 956-8851 (FAX) or gail@eng.hawaii.edu by **Friday, September 2, 2005**.

September 15, 2005

County of Maui
Department of Planning
Conference room
250 S. High St.
8:30 a.m. – 4:30 p.m.

Workshop sponsored by the
**Hawaii Local Technical Assistance
Program**

in cooperation with the
*Hawaii State Department of Transportation
University of Hawaii's Department of Civil
Engineering
and the Federal Highway Administration*