



Workplace Collaboration and Conflict Management: An Executive Education Series

Maximizing Team Performance: A Skills Workshop for Managers

Trainer: Lee Jay Berman

Date: March 22-23, 2012

Participants will become proficient in:

- Creating healthy and dynamic teams –The Four Player Model for structural balance in teams
- Understanding the importance of first impressions
- Identifying and understanding biases and how they affect team performance
- The 5 responses to team conflict and their personal propensities when faced with conflict
- Gaining, measuring and creating trust between team members
- Enhancing teams' ability to practice appreciative listening
- Identifying advanced communication styles and applicability of each style
- Inquiry vs. advocacy in communication style
- Neuro-Linguistic Programming as a tool for maximizing understanding among teams
- Personal power and executive presence and the role it plays in team dynamics

Conflict Engagement for Leaders and Managers

Trainer: Bernie Mayer, Ph.D

Date: June 14-15, 2012

Participants will become proficient in:

- Developing a “conflict competent” approach to leadership
- Engaging the behavioral, emotional, and cognitive dimensions of conflict
- Recognizing conflict avoidance—and working with it
- Managing the seven faces of conflict (latent, low impact, representative, transient, stubborn, and enduring)
- Building enduring systems of communication
- Dealing with power dynamics and escalation in organizational conflict
- Sustaining ourselves and others in the face of long term conflict
- Working with conflict prone people

Moving Beyond the Basics: Advanced Techniques for Managers in the Art of Negotiation

Trainer: Nina Meierding; JD:

Date: Sept 6-7, 2012

Participants will become proficient in:

- Gaining flexibility in negotiation styles - both competitive and collaborative
- Utilizing both intuitive and strategic techniques for internal and external negotiations
- Learning advanced communication skills for working with employees
- Preparing pro-active techniques to reduce conflict in the workforce
- Understanding how emotion and reason impact decision making
- Realizing the impact of gender and culture on communication and negotiation
- Discovering sources of resistance in negotiation and learning specific methods to work through impasse
- Exploring sources of power in negotiation and dealing with power imbalances

If participants choose to take all three courses, they will receive a significant discount and obtain an Advanced Training Certificate in Workplace Collaboration and Conflict Management.

Regular Price: \$695 Early Bird: \$625 Student/Faculty \$625
All three courses registered together for \$1620 (savings of \$465)

For nonprofit, group and additional registration information, please contact Alicia Booker at abooker@smu.edu



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