



# First Coast Business Center

Connecting People to a World of Opportunities!



## Strategic Conflict Management Class

**Welcome!** In this dynamic, interactive course, students will examine the roots of conflict – from disagreements around the watercooler to large scale organizational upheaval—and hone research-backed techniques for managing conflict. All conflicts, regardless of size or complexity, are experienced and maintained through person-to-person interaction. Thus, the bulk of the course will focus on understanding the roots of disagreement between individuals. Students will sharpen their skills for handling a variety of conflicts (including those between co-workers, managers and employees, and organizations and stakeholders).

### WHO SHOULD ATTEND

This seminar serves individuals at all career stages as well as rising managers who want to improve their conflict management performance and outcomes. Participants with the following areas of expertise may particularly benefit from this course: sales and marketing, planning and development, real-estate management, arbitration, mediation, supply-chain management, general management, and human resource management.

### LOCATION

First Coast Business Center  
Jacksonville, FL 32210

### TUITION (includes required materials, breakfast, and lunch)

- \$1,950 per person for the 2-day seminar

**CANCELLATION POLICY:** Withdrawals are allowed up to one week prior to the workshop. Tuition refunds - less a \$30 administrative charge - are made by check and mailed within five (5) working days.

If you cancel within one week or fail to show up, you are obliged to submit your tuition in full and are then prepaid for and welcome to attend any future workshop.

**Questions:** Contact *First Coast Business Center Team* at Tel: (904) 800-8039 or email at [info@firstcoastbusinesscenter.com](mailto:info@firstcoastbusinesscenter.com).

<b>Day 1</b>	<b>UNDERSTANDING THE ANATOMY OF CONFLICT</b> <ul style="list-style-type: none"><li>• Interpersonal Roots of Conflict and Naïve Realism: Conflict as a clash of realities</li><li>• On what do we disagree? The “three conversations” underlying disagreement</li><li>• Being Right vs. Moving Forward: Being clear on motives for resolving conflict</li></ul> <b>UNDERSTANDING AND OVERCOMING THE CLASH OF CONFLICT STYLES</b> <ul style="list-style-type: none"><li>• What are the hidden beliefs and assumptions underlying different approaches to conflict?</li><li>• What is one’s own conflict style, and how does it “color” one’s interpretation of disagreement?</li><li>• How does one navigate a diverse world in which conflict means different things to different people?</li></ul>
<b>Day 2</b>	<b>FROM UNDERSTANDING TO PRACTICE: HANDS-ON EXERCISES IN CONFLICT MANAGEMENT</b> <ul style="list-style-type: none"><li>• Managing feelings and identity concerns in conflict</li><li>• Creating conversations to build understanding</li><li>• Psychological interventions for improving self-regulation in conflict</li></ul> <b>MANAGING ORGANIZATIONAL UPHEAVAL</b> <ul style="list-style-type: none"><li>• Team action for managing large-scale conflict</li><li>• Designing a conflict management strategy for particular problems and contexts</li><li>• Team challenge</li></ul>

### Hotels Nearby:

<b>Sleep Inn &amp; Suites</b> , 6535 Ramona Blvd, Jacksonville, FL 32205	<b>Best Western Hotel &amp; Suites</b> , 4580 Collins Rd, Jacksonville, FL 32244	<b>Hilton Garden Inn</b> , 145 Park Ave Orange Park, FL 32073
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