

Ethical Conflict Management & Communication Skills

(via Zoom Meeting):

A Training for Direct Service Professionals & Support Staff in Nonprofits, Tribes, & Counties

(for staff in Behavioral Health, Health Care, Shelters, Head Start, Energy Assistance, Housing, HR, IT, & Finance)

Register Online: www.bemidjiconsulting.com/trainings
Presented by: Rebecca Schueller Training & Consulting, LLC



Communication Skills

Professionalism

Active Listening

Emotional Intelligence

Understanding Respect

Date Options:

- Tues., Dec. 7, 2021
- Thurs., Dec. 9, 2021
- Tues., Dec. 14, 2021
- Thurs., Dec. 16, 2021

Times:

- 2:00 pm – 5:00 (Eastern)
- 1:00 pm – 4:00 (Central)
- Noon – 3:00 pm (Mountain)
- 11:00 am – 2:00 pm (Pacific)
- 10:00 am – 1:00 pm (Alaska)

Fee:

- \$65.00/Participant (early)
- \$85.00/Participant (regular)

Optimal conflict management includes the ability to address disagreements and tensions early, directly, and with dignity, professionalism, and respect. Unfortunately, workplace conflict too often saps morale, diverts energy, and causes staff to look for other employment. Even worse, it prevents organizations from harnessing different opinions and ideas that are critical to effective problem-solving, workplace improvements, and organizational growth. Many have been disappointed that remote work and virtual environments have not magically eliminated workplace conflict. After a tense interaction, staff often dread seeing each other and begin practicing avoidance. **There is a better way.** During this webinar, participants will learn, observe, and discuss:

- Conflict management styles
- Upholding values to treat coworkers and clients with kindness, dignity, and respect
- How to maintain strong working relationships during conflict and difficult conversations
- Strategies to improve communication during difficult conversations
- Role modeling how to Handle Difficult Situations with Coworkers and Supervisors

Intended Audience: While this training is focused on the needs of direct service professionals and employees who provide organizational administrative support, staff and volunteers at all levels are welcome to attend this training.

Registration Fee: The fee is \$65/participant. After Nov. 15, the fee is \$85/participant. Payment is due by Nov. 22nd.

Registration Deadline: Please register by Mon., Nov. 15, 2021 if possible. While there are no refunds for cancellations, substitutions are accepted at any point. Or, registrants may participate in a future online training. Online registration is preferred – visit www.bemidjiconsulting.com/trainings.

Zoom Food Etiquette: Participants are welcome to snack or eat a late breakfast or early lunch during the training.

Pre-Assessment: All registrants will receive a pre-assessment (via Survey Monkey) asking them to share challenges and scenarios they may wish to discuss during the training. It is also helpful to have a few brave volunteers to role-play. This is *voluntary*.

About Your Trainer

Owner and principal consultant Rebecca (Becky) Schueller has three decades of experience working with national, urban and rural nonprofits, community groups, tribal organizations and small businesses. In addition to 30+ years of management and leadership experience with nonprofits, Becky has served multiple community agencies in Chicago and the Bemidji area in Board, committee, and consultant and training roles. She served as the primary staff member and resource development lead at three organizations for more than 25 years. Becky has trained several hundred nonprofit, tribal, county, and school supervisors in the past three years and conflict management is one of the required topics.

Becky converted 100% of her training, planning, and meeting facilitation to online venues in 2020. She trains on topics including: Supervision & Performance Appraisal, Grant Writing Readiness, Board Governance, the Executive Director's Annual Performance Evaluation, and Developing Exceptional Customer Service Skills. Becky also develops custom training. Contact her at Becky@bemidjiconsulting.com to discuss your organization's professional development needs.

Participant Feedback on Conflict Management Training:

"Boundaries are important! It takes work to stay true to those boundaries, but avoids a lot of troubles"

"Very helpful, practical and engaging. This is useful to revisit on an annual basis."

"Scenarios and topics were so relatable. I think we forget that others are dealing with similar issues"

"Our agency used the 7-Step Process after this training and we found it helpful"

"The quote about emotions--"mobilize us to meet our needs". I found the quote really grounding and so validating!"

"Don't take it personally"

"Sharing how someone can successfully handle confrontations"

"It's great to have another way to think about things and challenge myself on how to deal with issues"

"Choosing words differently "

"Importance of Listening and not just giving answers"

"The real life examples and discussion were so helpful"

❖ **Rebecca Schueller Training & Consulting, LLC** ❖

Website: www.bemidjiconsulting.com

REGISTRATION & PAYMENT

Ethical Conflict Management & Communication Skills

REGISTER ONLINE: www.bemidjiconsulting.com

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Tues., Dec. 7 Thurs., Dec. 9 Tues., Dec. 14 Thurs., Dec. 16

2:00 pm – 5:00 **Eastern** (please join by 1:55 pm)

1:00 pm – 4:00 **Central** (please join by 12:55 pm)

Noon – 3:00 pm – **Mountain** (please join by 11:55 am)

11:00 am – 2:00 pm – **Pacific** (please join by 10:55 am)

10:00 am – 1:00 pm – **Alaska** (please join by 10:55 am)

The Zoom Meeting Link will be sent to participants after registration

Note: Please add Becky@bemidjiconsulting.com to your email contacts so that the registration link doesn't go to spam or junk folders

Register Online: www.bemidjiconsulting.com/trainings - Click on the December "Conflict Management" training. See the option to choose dates. You can enter multiple registrants in one registration with custom dates for each person by entering the total number of registrants under "quantity" when you input the first registrant (i.e. click 5 to register 5 staff). All registrants will receive an electronic copy of the presentation and a short resource packet. Becky will provide attendance certificates upon request (no extra charge).

Payment: Checks, Pay Pal, and ACH deposits are accepted. You can use a credit card online with Pay Pal even if you don't have a PP account. Send ACH requests to Becky@bemidjiconsulting.com

Zoom Food Etiquette: You are welcome to snack or eat breakfast or lunch during the training.

Registration Deadline: Please register by November 15th if possible. Payment is due by Nov. 22nd.

Registration Fees: The Early Bird cost is \$65.00/registrant. After Nov. 15th, please make checks out for \$85 per participant. All registrations are final. While there are no refunds for cancellations, substitute attendees are accepted at any point. When possible, a 5-day notice is appreciated.

Questions: Please email questions with your contact information to: Becky@bemidjiconsulting.com.

❖ **Rebecca Schueller Training & Consulting, LLC** ❖

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