



**Rebecca Schueller Training & Consulting**

**December 2023 Zoom Training ■ 1 Session ■ 3 Hours ■ Fee \$85**

# **Ethical Conflict Management & Communication Skills**

**December 5, 7, 12, OR 14 — 1:00 pm – 4:00 pm CST**



## **Intended Audience**

This workshop is designed for supervisors and frontline staff in the health and human services field. The tools taught are universal. Participants who have valued this training include:

- Nonprofit managers, executive directors, & staff
- Tribal & county employees
- Financial managers & county auditors
- School principals & community college deans
- Maintenance and transportation supervisors
- Business professionals

**Communication Skills**

**Professionalism**

**Active Listening**

**Emotional Intelligence**

**Understanding**

**Respect**

**REGISTER ONLINE: [www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings)**

## Develop Healthy Organizational Culture

Healthy organizations address disagreements and tensions **early, directly, and with dignity, professionalism, and respect.** Too often, workplace conflict saps morale, diverts energy, and causes staff to leave. And, it prevents organizations from effectively using diverse opinions and ideas that are critical to **effective problem-solving and mission impact.**

Many hoped remote work and virtual environments would magically prevent workplace conflict. Yet after a tense incident, staff often dread interacting and begin practicing avoidance. **There is a better way.** Join your colleagues to learn, observe, and discuss healthy practices.

### Rebecca Schueller Training & Consulting

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Email: [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com)

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Bemidji, MN 56619-1513

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## What You'll Learn

- Values and strategies practiced by conflict-competent organizations
- How to maintain strong working relationships during difficult conversations
- Uphold standards to treat others with kindness, dignity, and respect
- The difference between “constructive debriefing” and toxic venting
- Strategies to improve communication during difficult conversations
- Role modeling how to handle difficult situations with coworkers and supervisors

## Participant Feedback

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

“The real life examples and discussion were so helpful” “This is useful to revisit on an annual basis.”

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

## About Your Trainer, Rebecca (Becky) Schueller



Becky is a trainer, consultant, and coach with three decades of experience serving national, urban and rural nonprofits, tribes, schools and counties. During 30+ years of leadership, management, & supervisory experience with nonprofits, Becky served multiple organizations in Chicago and Minnesota in Board, staff, committee, and volunteer roles.

Becky was Executive Director for a youth & family services agency for 16 years. The agency's \$1 Million budget doubled and the staff grew from 20+ to 40+ members. She also served as the Northwest Minnesota Continuum of Care Coordinator.

# REGISTRATION DEADLINE: NOVEMBER 20, 2023

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## Ethical Conflict Management & Communication Skills

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### Session Times by Zone:

2:00-5:00 pm - <b>Eastern</b>	1:00-pm-4:00 pm - <b>Central</b>
Noon-3:00 pm - <b>Mountain</b>	11:00 am-2:00 pm - <b>Pacific</b>
10:00 am-1:00 pm - <b>Alaska</b>	8:00 am-11:00 am - <b>Hawaii</b>

### Register Online

[www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings)

Use a computer, not your phone! Click on Conflict Management training for your chosen month.

Participants will receive digital copies of all session presentations, a short resource packet, and an attendance certificate.

### Don't Miss the Zoom Link

Add [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com) to your email contacts. Please plan to participate with video.

### Payment

Checks, Pay Pal, and ACH deposits accepted. Pay online with a credit card via Pay Pal. Make checks payable and send to:

**Rebecca Schueller Training & Consulting**

**P.O. Box 1513**

**Bemidji, MN 56619-1513**

Send ACH form requests to [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com)

### Registration Deadline

Register by Nov. 20<sup>th</sup> for the Early Bird rate. Payment is due by Dec. 1.

### Registration Fees

**Early Bird: \$85/registrant**

**After Nov. 20<sup>th</sup>: \$110/participant**

### Cancellation Policy

All registrations are final. Substitute attendees are accepted at any time. Please provide five days notice when possible. Unfortunately, due to the small class size, there are no refunds for cancellations. For unavoidable cancellations, arrangements may be made for participation in a future training.

### Zoom Food Etiquette

We will span several time zones and you are welcome to snack or eat lunch during sessions.

**Questions?** Please send to:

[Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com)

Please include full contact information.