



Webinar Registration Form

Conflict Among Co-Workers: Difficult Conversations & Resolution Strategies

Wednesday, March 21 ~ 1:00-2:00pm (Eastern)

Once the live date has passed, this training will be available on demand.

Overview

Whether co-worker conflict arises from work or outside issue, the outcome to the team is the same; workflow is negatively affected. To add to the problem, some workers who may lack the maturity or skills to work through the conflict themselves will continue to exacerbate the problem without attempting resolution. As in many situations, this requires the Supervisor to be both mediator and mentor, and sometimes referee. Short of firing the combatants, what can you do? This webinar will address the nature of these conflicts, the core strategies needed to work through them, and how to teach these to your staff both before and when conflict arises.

Objectives:

- Understand how to examine a co-worker conflict to identify the lack of coping strategies and to specifically address these to teach better conflict management skills
- Learn ways to conduct difficult conversations that lead to resolution of the conflict
- Understand the uses of corrective action, as necessary, to motivate communication and change
- Discuss the power of modeling and mentoring conflict management strategies before, during, and after conflicts arise
- Examine the importance of a culture of communication and well known behavioral policies to these avoiding these problems in the first place

Who Should Attend?

- 2-year & 4-year institutions
- Academic Affairs/Instruction
- Student Services/Affairs
- Faculty (full and part-time)
- Any educator who wants to learn more about handling conflict among co-workers



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Speaker(s)



Bitsy Cohn

“When the staff you manage can’t manage themselves through conflict, you as the Supervisor must be ready to teach and model the appropriate behavior. Are you prepared to do that?”

Bitsy Cohn is the past Director of Credit for Prior Learning, for the Colorado Community College System. Prior to this she worked for 22 years at Front Range Community College in Fort Collins Colorado as the Director of Learning Opportunity Center Services. She holds a BA in English and an MS in Organizational Leadership with a specialization in Online Teaching and Learning. Over the course of a 27 year career she has gained expertise in community college student affairs, customer service, conflict management, post-secondary disability services, at-risk retention strategies and credit for prior learning assessment. Since retiring from the Colorado Community College System, Bitsy has been working as a higher education consultant through her business Cohn Solutions Group, LLC.

Newsletter



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Registration Information

Print Name		Job Title	
Institution/Organization			
Address			
City	State/Province	Zip/Postal Code	Country
Telephone	Fax	Email	
Innovative Educators Password (Choose a password for our records and future registrations)		Assistant's email (For registration confirmations & pre-conference communication)	
How did you hear about this event? (email, listserv, colleague, conference, other) _____			

Payment Method

You can call us at 303.955.0415 or fax the completed form to 1.866.508.0860. If you would like to mail in the registration form and/or check, please send it to: Innovative Educators, 3277 Carbon Place, Boulder, CO 80301.

Paying by: (select one) Credit Card Check Purchase Order (if applicable) P.O.#: _____
 (If you select PO as your payment method, a PO number is required.)

Credit Card



Name on card		Account Number	
Billing Address	Billing City	Billing State	Billing Zip/Postal Code
Exp. Date	Security Code (last 3 digits on the back of Visa and MC)		

Packages & Pricing

Select your webinar package:

\$425 - 1 webinar ((Unlimited connections at your institution and recording for one year)
 \$900 - 3 webinars (Save \$375)

\$1500 - 6 webinars (Save \$1050)
 \$3995 - Purchase Go2Knowledge to receive unlimited access to webinars & recordings for one year (Best Deal!)



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Login Directions

The login directions provide the following information:

- A link and a password for the event.
- A link to test webinar access. Please test your computer prior to the event.
- The date and time of the webinar. Please be sure to reference the time zone converter on the login directions to confirm your event time.
- Audio instructions: You can stream the audio over your computer speakers, but you may want to have a phone available for backup purposes.

You will receive the login directions twice via email. The process is as follows:

- 1 week prior to the live event: You will receive login instructions.
- 1-2 days prior to the event: You will receive a link to the presentation and any additional handouts. Copies can be made for attendees if desired.
- The day of the event: Participants can login to the IE Webinar 30 minutes prior to the start time. Once logged in, participants can see the PowerPoint slides, ask questions, and make comments via the chat feature.
- Participants are encouraged to save and print the login directions to refer to on the day of the webinar.

Site Connections

The basic registration fee allows you to access the webinar from one computer only. If you need multiple site connections, please register for the unlimited site connection price.

Recording Information

The Monday following the live event you will receive a link to the recording, it can be forwarded to all faculty and staff for viewing anytime, anywhere.

Recording Benefits:

- Share the presentation with other staff members
- Pause presentation for convenient viewing
- Review the presentation after the live event
- Train new hires throughout the year
- Show during an in-service training

Technical Details

Innovative Educators uses WebEx as its web conferencing provider. If you have not previously attended a WebEx event, please click here to make sure your computer is compatible with WebEx. Be sure to complete this test prior to the live conference. See system requirements for more information.

What equipment is required?

An Internet connection, computer speakers, and LCD projector are required if a large group is viewing the presentation. Participants can call in via phone if they are having trouble retrieving the audio over the computer. Please be sure to reserve a meeting room prior to the live event that can accommodate these requirements as well as your attendees. You should reserve the room 30 minutes prior to the webinar start time and allow at least 15-30 minutes after the webinar for discussion.

Cancellation Policy

- 30 days prior: Full refund
- 14 days prior: \$100 processing fee
- Less than 14 days: Credit towards another IE event

Satisfaction Guaranteed

We want you to be satisfied with your purchase. For questions, concerns, or problems, please email support@ieinfo.org or call 303.955.0415.