



The **Beaverton area Chamber of Commerce** together with the **Beaverton DRC (Dispute Resolution Center)** are offering a **THREE-PART seminar series on Conflict Management** designed to help you learn constructive strategies for managing conflict effectively.

The Dispute Resolution Center offers a number of services, including mediation, group facilitation, conflict coaching, and conflict management training. A critical component of managing conflicts is learning to understand the nature of conflict, identifying your own conflict style and learning communication skills to help navigate difficult situations.

These workshops are led by **Tsipora Dimant**, Program Coordinator for the Beaverton Dispute Resolution Center. Tsipora has **over 20 years of experience** mediating business, workplace, family and neighborhood conflicts. She is also a teacher and a trainer in the area of Conflict Management.

#### **Part 1: Bridging the Generational Gap**

#### **Part 2: Building Conflict Competence**

#### **Part 3: Transforming Conflict**

**THURSDAY, APRIL 4<sup>th</sup> - 6:00 – 9:00pm**

#### **BRIDGING THE GENERATIONAL GAP**

In most workplaces today, there are as many as four generations working side by side. In this workshop, you will learn the common traits unique to each generation, participate in an open dialogue with people of other generations and practice conflict management skills that will enhance your communication skills.

#### **TOPICS INCLUDE:**

- What makes a generation
- The unique qualities of each generation
- Shifting workplace and business relational dynamics
- The nature of conflict
- 5 steps to bridging the gap

#### **COST**

**Members: \$20** [http://va.eftsecure.net/eftcart/additem.asp?M\\_id=460849493517&P\\_id=150228](http://va.eftsecure.net/eftcart/additem.asp?M_id=460849493517&P_id=150228)

**Non-Members: \$30** [http://va.eftsecure.net/eftcart/additem.asp?M\\_id=460849493517&P\\_id=150229](http://va.eftsecure.net/eftcart/additem.asp?M_id=460849493517&P_id=150229)

**THURSDAY, APRIL 18<sup>th</sup> – 6:00 – 9:00pm**

### **BUILDING CONFLICT COMPETENCE**

Learn to understand your own conflict styles and responses, examine and practice strategies such as reaching out, understanding another's perspective, expressing emotions appropriately, and creating solutions.

#### **TOPICS INCLUDE:**

- **Identifying Individual Conflict Styles**
- **Recognizing Levels of Human Satisfaction – finding our equilibrium**
- **Break the Cycle**
- **Listening – Negotiating and Effective Problem Solving**

**THURSDAY, MAY 9<sup>th</sup> – 6:00 – 9:00pm**

### **TRANSFORMING CONFLICT**

There are four stages to learning new skills. In this workshop you will identify your own stage in the learning process, practice new conflict resolution language and experience the positive impact of positively resolving conflicts in your work and life relationships.

#### **TOPICS INCLUDE:**

- **Stages of learning**
- **The ladder of inference**
- **Reframing conflict language**
- **Practice a collaborative process**

*Part 1 through Part 3 can be packaged together and CERTIFICATION of COMPLETION will be given on the last day of the seminar series.*

### **COST**

**Members: \$60** [http://va.eftsecure.net/eftcart/additem.asp?M\\_id=460849493517&P\\_id=150065](http://va.eftsecure.net/eftcart/additem.asp?M_id=460849493517&P_id=150065)

**Non-Members: \$80** [http://va.eftsecure.net/eftcart/additem.asp?M\\_id=460849493517&P\\_id=150067](http://va.eftsecure.net/eftcart/additem.asp?M_id=460849493517&P_id=150067)

**Please register online at the embedded links.**

**For more information, contact Jessica Provenza, Programs & Membership Director.**

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