



# Effective Communication Skills For Managing Conflict

**We have all experienced the stress that comes from having unresolved conflicts with our co-workers. Conflicts that are ignored or resolved badly don't go away – they cause people to feel resentful and to avoid each other. The effects on the company are a loss of productivity, absenteeism and turnover.**

This seminar will provide you with the skills to:

- a) Identify conflicts at work
- b) Confront difficult people and situations
- c) Accurately assess conflict situations & determine strategies
- d) Effective communication skills
- e) Negotiate a win/win outcome
- f) Deal with anger and intimidation tactics

Date: Wednesday, February 8, 2012

Time: 9:00 am – 4:00 pm

Location: Sagehill Community Futures

515 Mayer St

Bruno, SK

Facilitator: Michelle Pexa, Summit Human Resources

Seating is limited so call  
1-888-732-8999 or register online  
[sagehill@sasktel.net](mailto:sagehill@sasktel.net)

**Registration Fee:**  
**\$125.00/person**  
**(Lunch Included)**