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Non-Profit Staff Development Coalition (NPSDC) Workshop  
[www.learningconnections.org/coalition](http://www.learningconnections.org/coalition)

Presenting our popular series "Building Leadership Skills"  
This is the fourth workshop in the series for 2013

**DEALING WITH DISCORD:  
THE MANAGER AS MEDIATOR**

Monday | November 25, 2013 | 8:30 am – 4:30 pm

The 2100 Building | 2100 24th Ave. S. | Seattle, WA 98144

In today's multi-generational and cultural workplace, unresolved tension between employees can undermine productivity, morale and teamwork... and may escalate into costly turnover or legal action. Address the high cost of employee conflict by learning a powerful and effective 4-step mediation process to facilitate a resolution to any ongoing dispute among staff/team members. The skills learned also have an application outside of work.

In this interactive, experiential workshop you will learn specific skills of mediation and negotiation that apply to the four-step process which allows participants to identify, approach, and facilitate resolution between two (or more) people in conflict.

*This workshop has been designed for anyone who is or will be working in a lead role, supervisory, managerial or human resource capacity.*

Participants will learn specific skills to:

1. Read the "tell tale" symptoms of workplace conflict and how to respond before it escalates
2. Listen like a mediator to reveal the hidden needs causing the dispute
3. Neutralize negative comments by rephrasing into negotiable solutions
4. De-escalate situations that get emotionally charged
5. Ask the right question at the right time to move beyond an impasse
6. Facilitate a 4-step problem-solving process that encourages resolution

**TRAINER:** MARK ORTMAN

**WORKSHOP FEE**

**Coalition Member Organization**

\$100 per participant [for 1-5 staff from member organization]

\$90 per participant [6 or more staff from member organization]

*Lunch will be on your own.*

**Non-Member Organization**

\$149 per participant

**CONTINUING EDUCATION UNITS & CLOCK HOURS**

**Continuing Education Units:** workshop certificate documents hours of instruction

**Clock-Hour Forms:** available free upon completion of the workshop



**REGISTER ONLINE TODAY !** *Space is limited!*

To register online, visit: [www.learningconnections.org/coalition/workshops/2013/nov25](http://www.learningconnections.org/coalition/workshops/2013/nov25)

For more information, contact: Anna McCain; phone 425-640-1424; email [anna.mccain@edcc.edu](mailto:anna.mccain@edcc.edu)