

Conflict Management & Communication Skills (via Zoom Meeting):

A Training for Direct Service Professionals & Administrative Support Staff in Nonprofits, Tribes, & Counties

(for staff in Behavioral Health, Shelters, Child Care,
Energy Assistance, Housing, HR, IT, & Accounting)

Rebecca Schueller Training & Consulting, LLC
www.bemidjiconsulting.com/trainings



Communication Skills

Professionalism

Active Listening

Emotional Intelligence

Understanding Respect

Date Options:

- Tues., Dec. 7, 2021
- Thurs., Dec. 9, 2021
- Tues., Dec. 14, 2021
- Thurs., Dec. 16, 2021

Time:

10:00 am – Noon
U.S. Central Time

To Register:

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

Fee: \$65.00/Participant

Optimal conflict management includes the ability to address disagreements and tensions early, directly, and with dignity, professionalism, and respect. Unfortunately, workplace conflict too often saps morale, diverts energy, and causes staff to look for other employment. Even worse, it prevents organizations from harnessing different opinions and ideas that are critical to effective problem-solving, workplace improvements, and organizational growth. Many have been disappointed that remote work and virtual environments have not magically eliminated workplace conflict. After a tense interaction, staff often dread seeing each other and begin practicing avoidance. **There is a better way.** During this webinar, participants will learn, observe, and discuss:

- Conflict management styles
- Upholding values to treat coworkers and clients with kindness, dignity, and respect
- How to maintain strong working relationships during conflict and difficult conversations
- Strategies to improve communication during difficult conversations
- Role modeling how to Handle Difficult Situations with Coworkers and Supervisors

Intended Audience: While this training is focused on the needs of direct service professionals and employees who provide organizational administrative support, staff and volunteers at all levels are welcome to attend this training.

Registration Fee: The fee is \$65/participant.

Registration Deadline: Please register by Mon., Nov. 22, 2021 if possible. While there are no refunds for cancellations, substitutions are accepted at any point. Or, registrants

may participate in a future online training. Online registration is preferred – visit www.bemidjiconsulting.com/trainings.

Zoom Food Etiquette: Participants are welcome to snack or eat a late breakfast or early lunch during the training.

Pre-Assessment: All registrants will receive a pre-assessment (via Survey Monkey) asking them to share challenges and scenarios they may wish to discuss during the training. It is also helpful to have a few brave volunteers to role-play. This is *voluntary*.

About Your Trainer

Owner and principal consultant Rebecca (Becky) Schueller has three decades of experience working with national, urban and rural nonprofits, community groups, tribal organizations and small businesses. In addition to 30+ years of management and leadership experience with nonprofits, Becky has served multiple community agencies in Chicago and the Bemidji area in Board, committee, and consultant and training roles. She served as the primary staff member and resource development lead at three organizations for more than 25 years. Becky has trained several hundred nonprofit, tribal, county, and school supervisors in the past three years and conflict management is one of the required topics.

Becky converted 100% of her training, planning, and meeting facilitation to online venues in 2020. She trains on topics including: Supervision & Performance Appraisal, Grant Writing Readiness, Board Governance, the Executive Director's Annual Performance Evaluation, and Developing Exceptional Customer Service Skills. Becky also develops custom training. Contact her at Becky@bemidjiconsulting.com to discuss your organization's professional development needs.

Participant Feedback on Conflict Management Training:

"Boundaries are important! It takes work to stay true to those boundaries, but avoids a lot of troubles"

"The quote about emotions--"mobilize us to meet our needs". I found the quote really grounding and so validating!"

"Don't take it personally"

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

"Sharing how someone can successfully handle confrontations"

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

"Choosing words differently "

"Importance of Listening and not just giving answers"

"The real life examples and discussion were so helpful"

REGISTRATION FORM

Conflict Management & Communication Skills

Tues., Dec. 7, Thurs., Dec. 9, Tues., Dec. 14
OR Thurs., Dec. 16

10:00 am-Noon (please join by 9:55 am)

The Zoom Meeting Link will be sent to participants

Note: Please add Becky@bemidjiconsulting.com to your email contacts so that the registration link doesn't go to spam or junk folders

Register Online (it's preferred): Visit www.bemidjiconsulting.com/trainings

If you send a paper registration, please *print* your information on this form.

Please use a separate form for each individual being registered.

Name: _____ **Position:** _____

Organization: _____

Email: work _____ & personal _____

Please double check your email address as it must be exact for you to receive the Zoom meeting link.
Your personal email is requested as a back-up in case your work server rejects the meeting link message.

Cell Phone: _____ **Work:** _____

For emergency notification/cancellation only (please include the area code for both #s)

(W) Mailing Address: _____

Street # & Name City State Zip

Payment: Please indicate how you intend to pay: check or online with Pay Pal. Even if you do not register online, you may use the Pay Pal "Buy Now" link at www.bemidjiconsulting.com/trainings - scroll down to the Conflict Management & Communication Skills training date you've chosen.

Registration: Please register by Mon., Nov. 22. Online registration is preferred – visit www.bemidjiconsulting.com/trainings. Paper registrations may be scanned and emailed to Becky@bemidjiconsulting.com. Substitutions accepted for cancellations. When possible, 5 days notice is appreciated for the corrections to attendance certificates.

Registration Fees: The cost is \$65.00/registrant. All registrations are final. While there are no refunds for cancellations, substitute attendees are accepted at any point. If a participant needs to reschedule, you may participate in a future online training at no additional charge.

Questions: Please email questions with your contact information to: Becky@bemidjiconsulting.com.

❖ **Rebecca Schueller Training & Consulting, LLC** ❖

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