



## The Training Place

**Mission: Responding to community needs by providing performance improvement solutions resulting in economic development, sustainability and growth.**

# Communication and Conflict Management

*Communication and conflict issues often complicate your ability to successfully accomplish tasks.*

*This training series is your first step toward reducing the hassle factor of your average workday and providing the tools you and your teams need in order to support the goals of your organization.*

## Presented by Catherine Goggia

Who should attend: managers, supervisors and their employees

### **Communication: Plan and Deliver**

January 14, 8:30AM – 11:30AM

*As a result of this training you should be able to:*

- Identify the purpose of your communication
- Choose words that support your purpose
- Modify your voice to accurately represent your message
- Demonstrate non-verbal communication signals that support your message

### **Communication: Mutual Understanding and Results**

February 18, 8:30AM – 11:30AM

*As a result of this training you should be able to:*

- Make the consistent decision to listen actively
- Demonstrate the verbal and non-verbal signals of an active listener
- Ask questions for quality interaction and decision-making
- Confirm your understanding of the messages between yourself and co-workers

### **Conflict Resolution: Styles and Strategies**

April 20, 8:30AM – 11:30AM

*As a result of this training you should be able to:*

- Increase productivity within diverse co-worker teams
- Identify your natural conflict management style
- Identify the natural conflict management style of your co-workers
- Choose the effective conflict management strategy for a variety of situations and people

### **Conflict Interaction: Dialogue and Behaviors**

May 4, 8:30AM – 11:30AM

*As a result of this training you should be able to:*

- Deal effectively with negative co-worker gossip
- Separate your emotions from the facts involved in conflicted situations
- Define goals and processes that support high performing employee functions
- Practice conscious communication techniques that minimize conflict and increase understanding

**Cost: \$150 for series or \$45 per session**

**To register please call Butte College: The Training Place (530) 895-9015**