

EMPLOYEE RELATIONS & CONFLICT RESOLUTION

Interactive One-day Workshop



Program Overview

The ability to navigate conflict and personalities in the workplace is a key aspect to leadership.

Keri Kozlowski, J.D. designed this workshop to highlight everyday workplace interpersonal scenarios, demonstrate the potential risks of avoiding managing those scenarios, and providing practical advice that will give you the courage to address conflict in a manner that is fair, firm, and friendly. This workshop will also cover progressive discipline and work through a real case study to apply techniques and content learned.



Key Benefits

- Identify your conflict resolution style
- Learn practical methods of resolving interpersonal issues and conflict
- Strengthen your ability to lead in interpersonal situations
- Recognize the potential risks of not addressing everyday interpersonal occurrences
- Understand when and why disciplinary action is necessary
- Earn 6.25 HRCI credits & 0.8 Continuing Education Units

February 15, 2017
8:00 am - 5:00 pm

UCF Executive Development Center
36 West Pine Street, Orlando, FL 32801

\$450 (see back page for details)

Who Should Attend

Anyone interested in learning how to improve workplace relationships will benefit from this program. It is especially suitable for:

- Supervisors and mid-level managers in various functional areas
- HR managers & employees
- CEO's, Presidents, Vice Presidents
- All other professionals and managers who want to enhance their ability to deal with conflict situations productively

"This class was a refreshing reminder of current and future state of collaboration of leadership, to include empathy, fairness, and legal balance."

*Kelly Patel, Sales Leader
Walt Disney World Resort*

Program Content

Wednesday, February 15, 2017

- Intro to conflict resolution
 - Destructive conflict & constructive conflict
 - Conflict resolution styles
 - The role of emotion in conflict resolution
 - Steps for positive conflict resolution
- Common causes of workplace conflict and how to address them
 - Communication Breakdowns
 - Micromanagement
 - Diversity Intolerance
 - Personality Clashes
 - Bad Attitude
 - Authority Issues
- Inability
- Low Willingness
- Critical Incident
- Progressive discipline
 - Coaching
 - Reprimand
 - Performance Improvement Plan
 - Suspension
 - Termination
- Case study analysis
- Q & A

About the Instructor



Keri Kozlowski, J.D., M.P.H., is a leader in Employee Relations Consultation, Workplace Investigations, and Dispute Resolution. She has a unique experiential background as an employment and healthcare attorney, Chief Performance Officer, and now founder of Lead, Learn, Listen, LLC.

Ms. Kozlowski began her career in healthcare. After returning to school to get her law degree, she quickly began representing the Metropolitan Government of Nashville and Davidson County's hospital authority, public health department, and public school system. Later her client hired her to serve as a Chief Performance Officer/Director of Office of Quality Improvement for the Metro Public Health Department. Ms. Kozlowski teaches Executive Leadership, Ethical Leadership and Business Law at UCF College of Business. Her focus is on helping others identify, analyze, manage and resolve people-driven organizational dilemmas before they turn into legal problems.

Program Fees

- \$400 per person if registered by January 15, 2017 (\$450 regular price thereafter)
- Registration fee includes one day of highly interactive sessions, breakfast, lunch, refreshment breaks, adjacent parking downtown, and all course materials
- Discounts available to multiple attendees from the same organization, non-profits, past EDC workshop attendees and UCF Alumni—contact us for details!

Registration Options

Register Online

<http://business.ucf.edu/executive-education>

Call (407) 235-3903

Email executiveeducation@bus.ucf.edu

Mail online registration form & check payable to:
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36 West Pine Street, Orlando, Florida 32801