



Resolving Workplace Conflict

August 2 | 9:00am-2:00pm

NWIRC Learning Center
8425 Peach Street, Erie

Today's complex business dynamics and fierce global competition force organizations to continually ramp up productivity, improve quality, shorten cycle times, and reduce costs. An unfortunate, but natural, by-product is workplace conflict. Such pressures inevitably cause people with different personalities, communication styles, priorities, and values to have differences at one time or another.

One of this course's key messages is that leaders can help employees accept accountability for owning and resolving their workplace conflicts by leveraging two intervention tactics: coaching and, if the conflict remains unresolved, mediating. Its also important to be able to recognize warning signs of conflict in order to take the appropriate action.

*Content from Development Dimensions International (DDI), an international human resources and leadership development firm.

Instructor: Molly Reichard, Culture Development & Training Specialist, NWIRC

Molly Reichard joined NWIRC in June 2016 as Training & Events Coordinator, and after 6 years, transitioned to Culture Development & Training Specialist. She leads employee development training geared for manufacturing companies across 13 counties of northwest and north central Pennsylvania during public sessions and onsite at their facilities. Molly is also the coordinator and facilitator for NWIRC's Lean Together™ program.



Cost: \$299

Includes provided

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