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The King County Non-Profit Staff Development Coalition Project (NPSDC),  
in collaboration with the King County Dispute Resolution Center (KCDRC)  
presents

## MANAGING AND RESOLVING CONFLICTS: An Interest – Based Approach

Thursday | March 30, 2006 | 8:30am – 4:30pm

Location: Safeco South Jackson Street Center | 306 23<sup>rd</sup> Ave. S., Suite 200 | Seattle WA 98144

Learn interest-based negotiation strategies to reach win-win resolutions at work and in interpersonal conflicts.

This full day interactive workshop will help you understand the causes of conflict, approaches to resolving conflict, and a three-step process for handling conflicts you are in.

Find out what underlying interests give you clues to discovering solutions that will work for everyone. Gain skills that you can apply today! And learn how to apply these skills in your workplace. Learn what to do if your attempts to resolve a conflict fail, and how to find a trained mediator, when that is appropriate.

### PARTICIPANTS WILL:

- Understand the philosophy and strategies of understanding interpersonal conflict
- Recognize how their own preferred conflict styles and skill levels impact their ability to resolve conflict
- Grasp conceptually the TLC (Think-Listen-Collaborate) Model and steps
- Be able to apply the skills needed to implement the TLC Model
- Understand the value, appropriate use of, and ways to access additional strategies (beyond direct negotiation), including mediation

*(This workshop has been designed for frontline, supervisory/managerial and case management staff)*

**TRAINERS:** OSHA HUNT  
KAREN ZAUGG

### WORKSHOP FEE

#### Coalition Member Organization

\$75 per participant [for 1-2 staff from member organization]  
\$65 per participant [for 3-5 staff from member organization ]  
\$55 per participant [6 or more staff from member organization ]

#### Non-Member Organization

\$100 per participant

**Lunch will be on your own.**

### Continuing Education Units/Clock Hours

Participants can register for Highline Community College **Continuing Education Units (CEUs)**.  
The cost is \$10.00 per course. CEU forms are available at the workshop.

Free Clock Hours available at the workshop.

### REGISTER ONLINE TODAY !! *(space is limited)*

To register online, go to: [http://www.learningconnections.org/coalition/workshops/march\\_30\\_2006/](http://www.learningconnections.org/coalition/workshops/march_30_2006/)

### Contact

For more information about this workshop, contact **Anna McCain (206) 870-5908** or E-mail: [amccain@highline.edu](mailto:amccain@highline.edu)

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