

Conflict at work is inevitable. You can help resolve it.

**Are conflicts at work hurting your organization or business?
Is conflict between employees landing on your desk?
Want to learn how you can help them find resolution?**

**Attend this one-day workshop on
*Mediation Skills for Supervisors and
Small Business Owners*
Presented by the Conflict Resolution Center**

Learn how to –

- ✓ **intervene early and contain the problem**
- ✓ **figure out what's really going on**
- ✓ **choose the best approach to resolution**
- ✓ **manage the dual role of supervisor and mediator**
- ✓ **facilitate productive discussion and lasting resolution**
- ✓ **provide effective follow-up and support**

The workshop will be led by Nancy Heischman of the Conflict Resolution Center. CRC has provided conflict resolution services to Santa Cruz County since 1986. Nancy Heischman has led hundreds of workshops helping people deal with life's inevitable conflicts.

This lively day-long workshop features hands-on exercises utilizing real life conflict scenarios. You will learn how to resolve conflicts in ways that leave both parties satisfied – and you will practice these new skills. There will be a one hour break for lunch.

**To assure maximum involvement and participation, class size is limited.
Pre-registration is required. Tuition is \$85.**

To reserve your space, register today.

Call 475-6117 or e-mail info@crcsantacruz.org