



OR



How to Resolve Workplace Conflicts

Workshop Objectives

- ⇒ Appreciate conflict as an opportunity (not merely as a threat).
- ⇒ Understand the determinants of conflict in a work environment.
- ⇒ Learn how to manage conflicts in the face of power differences: i.e., with bosses, direct reports, peers.
- ⇒ Recognize and practice the multiple skills utilized in constructive conflict resolution: e.g., anger-fear management, differentiated thinking, empathic listening, and honest-tactful communication.
- ⇒ Identify one's own personal style(s) of conflict management, and create a personal development plan to enhance one's conflict management skills.
- ⇒ Learn the fundamentals of mediating and/or coaching fellow employees in conflict situations.

Date & Location

Location: SIBL, Rm. # 014/15

Date: Thursday, **November 15, 2001**

Time: **9:00 a.m. – 4:30 p.m.**

Who Should Attend

This Conflict Resolution Workshop has been designed for RL/NYPL staff who must resolve conflicts and negotiate “win-win” outcomes in strategy formation, organizational (and unit) planning, managing projects, decision making activities, and routine staff supervision.

To find out more, and to register, visit the ISD website at the following URL:
<http://lair.nypl.org/research/isd2/index.html>

Workshop Leader

Dr. Joel Mausner works independently as an organizational psychologist; he is also a Senior Associate with Sirkin Associates, a management consulting firm. Joel is a Clinical Assistant Professor at the SUNY Downstate Medical Center, where he trains, coaches and mentors young professionals, and consults to various work groups. Joel maintains a practice in brief psychotherapy, marital/family therapy, and work/career counseling. Joel received a PhD in Clinical Psychology from City University of New York, an MA in Philosophy from Columbia University, and a BA in the Humanities from Yale University.