



University of  
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**FREE WEBINAR**

## FROM CONFLICT TO COLLABORATION: STRATEGIES FOR CONFLICT RESOLUTION

*Research shows that employees spend approximately 2.8 hours each week involved and engaged in conflict, amounting to \$359 billion in hours focused on conflict instead of positive productivity.\**

In business and in life, conflict can block results, lower productivity, and erode working relationships. When people resolve conflict, the energy they've harnessed can lead to a new outlook and creative solutions. In this webinar, participants will learn methods for shifting negative emotions from conflict into positive, productive behaviors. Walk away with practical solutions to resolve conflict that benefits all parties.

### **In this webinar you will:**

- Examine the physiological dynamics of conflict
- Learn mindfulness methods for shifting negative emotions from conflict into a positive mindset and behaviors
- Apply the "seek first to understand, then to be understood" principle to shift dysfunctional to constructive behaviors
- Learn how to collaboratively create a solution that meets the needs of all parties

\*<https://bizfluent.com/list-5896846-effects-workplace-conflict.html>

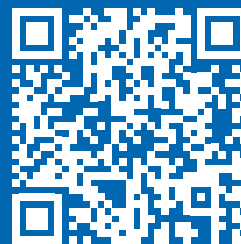
**THIS WEBINAR IS FREE  
AND OPEN TO THE PUBLIC.**

### **DATE**

Thu, Feb 16, 2023  
11:00 AM - 12:00 PM PT

### **INSTRUCTOR**

Tom Norris, MSOD, BA, ACC, CPLC  
Adjunct Faculty at UMass Global



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