



## Cornell University School of Industrial and Labor Relations: Managing Organization Conflict Certificate Series

The Managing Organizational Conflict certificate series is designed to provide individuals with the skills, processes, and knowledge to handle a variety of conflict and negotiation situations. The program consists of three 2-day courses. Cornell follows a mixed lecture/interactive approach where participants practice learned skills in group activities and simulations. In addition, to the greatest extent possible, Cornell will use the parties' actual issues to teach and practice learned skills.

Participants who attend two years (6 courses) of this Cornell ILR Program will be eligible for the certificate. Remaining courses will be offered in 2018 –2019.

### Workshop I: Resolving Conflict and Building Teams

- An understanding of the nature of conflict in organizations
- Key approaches for managing conflict

### Workshop II: Fundamental Negotiation Skills

- Structuring negotiations to achieve durable agreements
- Positional and Interest-based negotiation approaches

### Workshop III: Facilitation Skills for Conflict Management

- The potential and limits of the facilitator role for managers and supervisors
- Facilitator interventions for dealing with difficult behavior
- Coaching skills to support participants in facilitated discussions

**Presenters:** Katrina Nobles, Jeff Shepardson, Diane Rosen, Peter Y.H. Chen, Debra Osofsky, Dan McCray and Sally Klingel – Cornell Instructors

**Dates:** October 24, November 20, December 12, 2017; January 11, February 6 and March 29, 2018

**Time:** 8:30 a.m. – 3:30 p.m.

**Audience:** District and Building Level Leaders

**Fee:** \$1,950



CANCELLATIONS NOT ACCEPTED BEYOND 7 DAYS PRIOR TO WORKSHOP  
ALL FEES ARE ELIGIBLE FOR STATE AID - SCHOOL DISTRICTS WILL BE BILLED THROUGH CO-SER 512

To register on-line go to: My Learning Plan at [www.pnwboces.org/catalog](http://www.pnwboces.org/catalog)

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