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## Collaboration and Conflict Resolution Using Mutual Gains Problem Solving

If you are like most people, chances are you don't like conflicts. Being an HR professional, however, not only do you have to deal with conflicts in your own job, but you may also have to mediate conflicts for your staff. If you are excellent in your function, you are probably expected to guide and coach others in conflict management.

In January 2018, we will start the new year with a workshop that will give you the skills to be effective in conflict resolution. The workshop is based on the principles of the "Win-Win" process popularized by the Harvard Negotiation Project. In a highly interactive hour, you will be engaged in a series of drills, exercises, and mini case studies. You will learn about your own preferred conflict resolution style, test your own listening skills, and expand your capability for negotiation. You will walk away with skills that can be used immediately in a variety of disagreements/conflicts between individuals, and among departments and organizations.

Attend this meeting to experience a hands-on learning session during which there will be no PowerPoint lecture, but rather a series of exercises and relevant applications.

### Learning Objectives:

Upon completion of this presentation, you will be able to:

- Fully appreciate the viewpoints of others
- Resolve differences and disputes in a constructive way
- Reach agreements that meet the interests of all parties

### About the Speakers:

Steve Gardiner is president of Gardiner Associates, a management development firm that specializes in leadership development, conflict resolution, team performance improvement, change management, and "rapid coaching." Previously, Gardiner spent 13 years at Purdue Pharma, overseeing management and organizational development. He also worked for International Paper/Champion International for 17 years where he designed and delivered *Interest Based Problem Solving* workshops to joint union-management groups.

With conflict resolution credentials from Harvard, Cornell, and Eckerd College and a Masters in Conflict Resolution, Gardiner has extensive experience in teaching mutual gains problem solving and mediating interpersonal/interdepartmental disputes.

**Date: Thursday, January 11, 2018**  
8:400 a.m. Networking and Breakfast  
9:00 – 10:00 a.m. Program  
**Jumping Brook Country Club**  
**210 Jumping Brook Road,**  
**Neptune N.J.**  
([www.jumpingbrookcc.com](http://www.jumpingbrookcc.com))

**R.S.V.P. by 4:00 p.m. on**  
**Friday, January 5, 2018**  
online at

<http://jsahr.shrm.org/events>  
or email at [jsahr.shrm@gmail.com](mailto:jsahr.shrm@gmail.com)  
or call JSAHR at 732-701-7155

**Registration Fees (includes breakfast)**

\$30 for JSAHR members  
\$40 for non-members  
\$25 for In-transition and guests  
\$10 for students with valid ID  
\$10 additional fee for walk-ins

**"No shows" will be billed**

### **Special Notice**

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*1 SHRM recertification credit.&*  
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