

Attention Human Resource Professionals and Managers

You and your employees can learn how effective communication in conflict resolution can increase productivity by attending

The Role of Communication in Conflict Management

A Rowan University professional development seminar.

Wednesday, November 5, 2008 – 9:00 a.m. to 4:00 p.m.

Rowan University - Glassboro, NJ – Education Hall, Room 2099

It is estimated that more than 65% of performance problems result from strained relationships between employees—not from deficits in individual employees' skills or motivation.

"Workplace Conflict Statistics" Working Dynamics



College of Professional & Continuing Education

The Role of Communication in Conflict Management Seminar explores avenues for dealing with common communication breakdowns in any organization that may lead to problems such as low employee morale, declining productivity, and employee retention issues.

Attendees will learn:

- How to manage functional and dysfunctional conflict
- Five styles of conflict management
- How to identify and use personal styles of conflict management

FACILITATORS:

Suzanne Sparks-FitzGerald, Ph.D.

Chair of the Department of Public Relations/Advertising at Rowan University

Diane Holtzman, M.A.

Adjunct Instructor, College of Communication at Rowan University

Cost: \$250 per participant

Discounts available for group registrations



**College of Professional &
Continuing Education**

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Register Today!

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