



## Leading Through Constructive Conflict

Conflict in any workplace is unavoidable, but it's critical that you have an arsenal of management strategies at the ready to resolve disputes and reach agreements quickly and effectively. This seminar offers personalized approaches and tools to help you face discord with a positive and constructive approach.

- Learn key conflict competency skills including self-awareness, self-management and effective influencing.
- Assess your own behavior in conflict situations and how it impacts others.
- Develop useful personalized strategies for engaging in constructive conflict.
- Use real-life examples of conflict situations to identify alternative ways of handling them as a leader.



### **An Individualized Assessment of Your Conflict Management Styles and How to Strengthen Them**

Before the course, you and colleagues you select will complete a 360-degree assessment that will be used to help you examine the impact of your behavior during conflict situations in the workplace.

Exercises, small group discussion and personal reflection will be used to enhance your self-awareness as you identify your preferred conflict style. The seminar will culminate with an exercise that allows you to study your own work experiences and determine effective alternative approaches to constructively handling conflicts in a leadership context.

#### ORGANIZATIONAL LEADERSHIP

##### COMPETENCIES

- Conflict Management
- Leveraging Diversity
- Creativity and Innovation
- Team Building
- Influencing/Negotiating

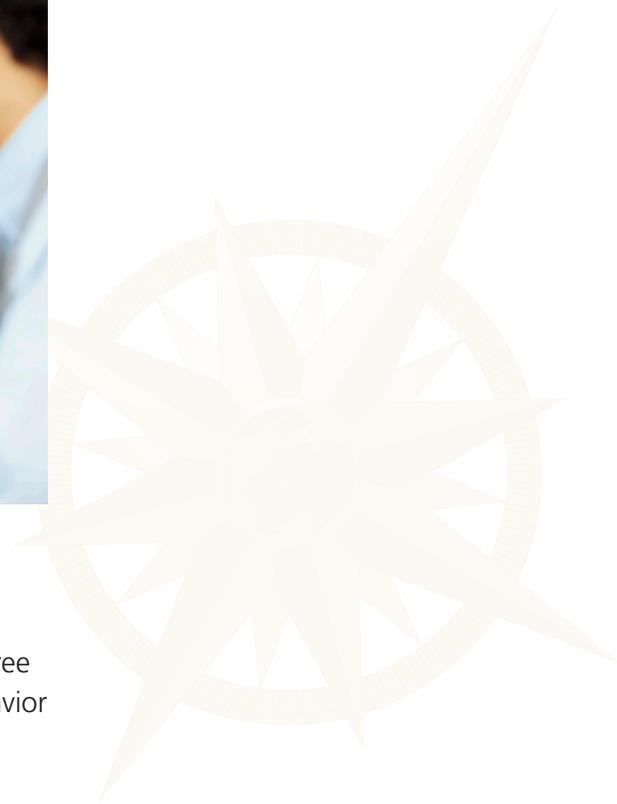
##### DATES & LOCATIONS

April 2–4, 2012

At the Federal Executive Institute in Charlottesville, VA

The FEI facility is located in a campus setting near the University of Virginia and the Blue Ridge Mountains, approximately two hours southwest of Washington, DC.

For information on presenters and day-to-day schedules, please go to [www.leadership.opm.gov](http://www.leadership.opm.gov)



## Register for the Leading Through Constructive Conflict Seminar

This seminar is designed for SES members and their equivalents in state, local and international government. Senior Executive Service (SES) members and those in other executive and management positions are required to meet certain competencies outlined by the Executive Core Qualifications (ECQs).

The concepts presented in this seminar are grounded in the Conflict Management ECQ for Leading People, which encourages creative tension and differences of opinions while taking steps to prevent counter-productive confrontations, and managing and resolving conflicts in a constructive manner.

## Build Your Organization While Meeting Executive Core Qualification Requirements

- Assess your behavior in conflict situations and explore how it impacts others.
- Understand your styles of handling conflicts and learn how those methods can help or hinder your ability to lead effectively.
- Use a unique 360-degree assessment to develop useful personalized strategies for engaging in constructive conflicts.
- Examine actual conflict situations at work and identify alternative ways to handle them more effectively as leader.
- Explore systematic approaches to creating a workplace culture with minimal conflict.

### TUITION

\$3,200

Tuition includes all educational services, materials, meals and lodging.

### LEAD

This seminar meets the executive track requirements of the LEAD Certificate Program.

Leadership Education & Development Certificate Program—A complete leadership development curriculum for current and aspiring government leaders, providing official recognition of achievement at every level. For more info, go to [www.leadership.opm.gov/certificates/LEAD/index.aspx](http://www.leadership.opm.gov/certificates/LEAD/index.aspx)

### RECOMMENDED PRIOR COURSE

Executive Communication Skills: Leading the Process of Change

### SUGGESTED FOLLOW-ON COURSE

A Leader's Guide to Developing Resilience

**For information on presenters and day-to-day schedules, please go to [www.leadership.opm.gov](http://www.leadership.opm.gov)**

## Three Ways to Register

### 1. Register Online at [www.leadership.opm.gov](http://www.leadership.opm.gov)

Initiate course registration with your Government Purchase Card payment, the fastest way to reserve your space. Use your own agency-specific procurement forms. Once we have received your payment, you will receive confirmation within two business days.

### 2. Fax a Registration Form, found in a catalog or online. This form can be used for courses at the Federal Executive Institute or Management Development Centers.

### 3. Contact a Representative Customer Service Office:

Toll Free: 888-676-9632  
Phone: 304-870-8008  
Fax: 304-870-8078  
TDD/TTY 304-870-8066  
Email: [register@opm.gov](mailto:register@opm.gov)



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