



**DATE:** Wednesday, June 26, 2024

**TIME:** 10:00am - 11:30am

**LOCATION:** Virtual Zoom Meeting  
Your choice of location  
free from distraction

**NOTE:** Please be prepared to  
participate verbally and  
on webcam

**TUITION:** \$125 per attendee or  
\$300 for all 3 webinars  
in June 2024

**INCLUDES:** Live Instructor  
Interactive Discussion  
Problem-Solving  
Handouts/Resources  
Certificate of Completion

**REGISTER NOW**

**FOR QUESTIONS:** Yolanda Taylor  
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*Different viewpoints and tensions in the workplace are inevitable, particularly when undergoing a change effort. Unresolved conflict stalls the change effort, stifles communication, and can negatively impact productivity. Managed well, disputes can create stronger connections, resilience, and increased capacity to deal with difficulty. When disputes are handled poorly, the effects can be far-reaching and costly.*

*In this, session participants will:*

- Discover personal success practices and challenges in handling differences
- Practice key communications that prevent unnecessary conflict
- Learn how to keep the focus on what’s important, not on competing fixed positions
- Understand how to intervene when there is conflict at work
- See how leaders can act as mediators to help staff solve issues

*RGS webinars are not typical “sit and listen” workshops. These are live, instructor-led courses, with multiple opportunities for interaction, asking questions, and getting feedback on individual situations. We build a variety of participation methods into our courses.*