

Managing Workplace Interrelations: Diffusing Conflict & Staying Cool

Date: Thursday, June 7, 2012	Time: 9:00 a.m. - 12:00 p.m.
Registration Deadline: May 24, 2012	Fee: \$30.00

Location: Pace University Graduate Center, One Martine Avenue, White Plains
Partially underwritten by **CHASE** 


This session will address workplace performance and communication issues and how to build supervisory skills in a constructive and proactive manner. Role playing and case scenarios will be presented.

Topics to be discussed:

- Developing a positive approach to managing conflict
- Recognizing and removing communication barriers
- Focusing on achieving win-win outcomes
- Learning skills for handling difficult workplace interactions

Who should attend: Executive directors, program managers, development officers, marketing and communications and outreach staff. Open. Limited to the first 20 registrants.

Presenter: Dr. Jacqui Valentine, motivational speaker and communications skills trainer, has conducted numerous workshops and seminars and delivered keynote addresses throughout the United States and Canada. Dr. Valentine believes that self-development promotes self-assurance and self-assurance enhances a brighter, healthier mental attitude. And with that philosophy, she brings vim, vitality and vigor to all her presentations.

 United Way now offers Eventbrite, a secure online credit card payment option, for payment of registration fees for the Management Center courses. Receipt of your payment will be emailed to you. Please go to www.uwwp.org/pace.htm

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Please send completed registration form and \$30.00 fee. Please indicate method of payment:

- Check (payable to United Way)
 Credit Card: MasterCard Visa American Express Discover

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Mary Ann Luna, Director of Management Center Initiatives
United Way of Westchester and Putnam, 336 Central Park Ave., White Plains, NY 10606
Questions? (914) 997-6700, ext. 740 Fax: (914) 949-6438 E-mail: mluna@uwwp.org

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