

GETTING TO THE CORE OF CONFLICT AND COMMUNICATIONS TRAINING FOR DOI

Next Class: Salem Maritime National Historic Site, 160 Derby St, Salem, MA 01970

Date/Time: April 23 for non-supervisors and April 24 for supervisors, 8:30 am – 5:00 pm

Tuition cost: free!

Register at <https://doitalent.ibr.doi.gov/> or contact susan_goodwin@ios.doi.gov

Description:

The DOI Office of Collaborative Action and Dispute Resolution (CADR) provides specialized conflict management and communications skills training. This course is 8 hours and focuses on the key areas addressed in the OPM 360 leadership competency assessments. Participants will hone their skills in effectively managing conflict in a way that is practical and can be applied immediately both at work and at home. The overarching goal of the training is to help us improve our personal effectiveness, which in turn helps DOI carry out its mission more effectively.

The course includes:

- How to have meaningful conversations before situations escalate, when emotions can be understood, and when you can be at your best;
- Actions to prevent escalation of conflict
- Interpersonal conflict management and resolution skills.
- Overview of how to get assistance when needed through the CADR office
- Seeing conflict as an opportunity to create change and build relations

Testimonials:

The class was exceptional, relevant to our daily work, and well received by all of the attendees. The trainers did a wonderful job of keeping the information interesting and involving the class. I would certainly recommend this class to others – Barbara Walters, Assistant Director of IBC.

- ❖ *As a lawyer supervising a group of personnel attorneys, I appreciate the value this training brings to the workforce because it improves the understanding of both supervisors and employees to work more effectively together. This minimizes the need for litigation of personnel conflicts – Ed Keable, Deputy Solicitor*
- ❖ *This training will help me become a more effective and supportive supervisor. The training and information were very useful and will help in my quest to advance in my career – USFWS supervisor.*
- ❖ *Overall the course was outstanding! I really wish it were mandatory. Everyone could and should benefit from the content – BOR employee.*
- ❖ *I've been with the government for over 30 years. During the first 20 years of my career, I didn't have access to training on how to work with people. I've had some training over the last 10 years on people skills, but never a class like this that put everything together so well. – Acting Director of NPS Albright Training Center*