When Differences of Opinion Escalate:
Conflict Resolution Skills for Local Elected Officials
March 24, 2021

In this workshop, you will strengthen your ability to effectively manage conflict in a variety of settings by:

1. Understanding how emotional intelligence (EI) impacts conflict resolution.
2. Identifying when differences of opinion are about to escalate
3. Learning tools for deescalating conflicts
4. Understanding five methods for conflict resolution
5. Applying knowledge gained to brief scenarios

AGENDA
10:00 a.m.   Welcome and Introductions
             Patrice Roesler

10:15-10:45  Understanding how EI impact conflict resolution
             Dr. Heather Lee, Developmental Associates LLC

10:45-11:15  How framing of a problem impacts how response and outcomes – part 1

11:15        5 Minute BIO BREAK

11:15-12:00  How framing of a problem impacts how response and outcomes – part 2

12:00-12:30  Lunch Break

12:30-1:15   The methods of conflict resolution

1:00         5 Minute BIO BREAK

1:15-2:15    Skill Application and Practice

2:30         Adjourn