

**PURCHASING MONTH
BUSINESS SKILLS SEMINAR**

**“CONFLICT IS NOT A DIRTY WORD
HOW TO MAKE CONFLICT A PROBLEM SOLVING EVENT”**

SPONSORED BY



NAPM-UTAH

<p>Location: The Salt Lake Public Library 210 E 400 S Salt Lake City, Utah (Lower Level)</p>	<p>Date: Friday, March 12, 2010</p> <p>Time: 8:30 AM to 3:00 PM</p> <p>Food: Breakfast refreshments and a full hot lunch buffet are included in your registration!</p> <p>Parking: Library underground parking is available. Tickets will be validated for attendees.</p>
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Low Cost! - Only \$129

All Supply Chain Professionals and anyone working in the business world will surely benefit from this seminar

A certificate for six (6) hours of continuing education will be supplied for those working towards professional certifications

ABOUT ALAN OVSON – COMMUNICATIONS EXPERT



Actor, educator, entrepreneur, theologian and sought-after expert in the field of communications, Alan blends his high content speeches and seminars with a unique style that gets audiences to listen, laugh, and learn. Alan uses his educational, acting, and directing background to engage participants in the learning process while pushing them to think beyond their comfort levels.

Alan Ovson founder of Ovson Communications Group understands that most of the problems that zap motivation, destroy teamwork, and decrease productivity have to do with ineffective interpersonal communication and a reluctance to change. Alan’s extensive background of experiences and skills help him relate to and empower all different types of audiences.

Business Skills: Conflict is Not a Dirty Word – How to Make Conflict a Problem Solving Event

Stressful conversations! They exist – far too often. And let's face it, supply managers's deal with difficult and conflicting conversations all of the time. These stressful conversations take our time, energy, productivity and sometimes worse, they steal our motivation to work. These conversations, whether they are lingering disagreements between partners, co-workers, employees or monetary issues, between contractors or clients, are often emotional, unproductive and are sometimes left festering and unresolved. The cost is high in time, energy and money. Worse, these conflicts hamper decision-making, zap motivation, elevate levels of stress, and destroy good working relationships.

The trick in dealing with conflict is to understand how we respond to it and then develop communication and assertiveness strategies that deal effectively with both our responses and actions and the other side's behaviors. In this interactive, non-threatening, and fun seminar, participants will engage in practical interactive discussions, exercises and case studies that will change the way they see and respond to difficult people and difficult situations.

This seminar will give participants insights into their own behaviors, skills, and emotions when dealing with conflict. Through practice, they will gain the confidence, tools, and understanding to move through any difficult conversations, work through conflict, and develop collaborative problem solving situations essential to building and maintaining successful relationships. Understanding the art of managing difficult conversations will help every manager, project leader, or team member succeed at getting things done profitably, on time, and with reduced stress.

Participants will get:

- A step-by-step guide on how to handle most difficult communication situations
- An awareness of how perception and emotions play a large role in creating and/or destroying good conversations
- Insights into their own behaviors and emotions in dealing with confrontational conversations
- Skills for working through the major roadblocks of communication, managing emotions, and keeping the conversation moving forward
- An understanding of the ten biggest mistakes communicators make
- A three point system on how to deal with conflict
- The confidence and ability to work through a difficult conversation and discover and develop common ground and alternatives for moving from conflict to problem solving
- A methodical way to ask questions that break down defenses and generate agreements

Learning Objective 1: Participants will get insights into their own communication strengths and weaknesses. Through interaction they will recognize how they react to conflict and will learn and use tools that enable them to manage their own emotions, fears, and anxieties.

Learning Objective 2: Through interactive non-threatening case studies participants will gain confidence and skills for working through difficult conversations. They will develop tools for making alternatives to move from conflict mode to problem solving mode.

Learning Objective 3: Participants will learn and practice a step-by-step process and develop a methodical way to ask questions that break down resistance and defenses and help generate agreements. They will practice while building confidence for future success.

REGISTRATION FORM

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210 East 400 South, Salt Lake City, Utah

Date: Friday, March 12, 2010

Time: 8:30 am to 3:00 pm

Fee: \$129 / person

Number of attendees: _____

Attendee Name(s) _____

Company Name: _____

Address: _____

Phone #: _____

Fax #: _____

Email: _____

Pay with credit card: Card Type: MasterCard Visa AMEX Discover

Card # _____ Exp Date ____/____ Amount \$ _____

Name on Card: _____

Authorized Signature: _____

OR

Company check payable to NAPM-Utah

Send this registration form and check (if applicable) to:

Salt Lake City Corporation

C/O Jerilyn Midthun, NAPM-Utah

PO Box 145455

Salt Lake City, Utah 84114-5455

(You may fax registration form to 801.535.6638 or email to jerilyn.midthun@slcgov.com)