

# Conflict Roundup

## Managing Conflict with Flexibility and Credibility

Developed and Delivered by: Jeri Mae Rowley, Speaker ~ Trainer ~ Saddle Maker's Daughter

Roundup the resources you need to resolve and manage conflict with flexibility and credibility. We all experience conflict. Whether you're an active participant—or mediating between others—conflict is a fact of life at work. **Conflict Roundup** is filled with insight, guidance and tools to improve conflict resolution in the

Save the Date  
Great Falls SHRM **Conflict Roundup** Seminar  
September 13<sup>th</sup> 8:00 – 12:00 College of Great Falls



### Seminar Highlights:

- Applying Emotional Intelligence to Conflict
  - Know your conflict triggers and strengths
  - Reframing conflict
  - Keep complaints from growing into conflict
- The psychology of anger
- Five ways to handle conflict
- Six-Step Conflict Resolution Process
- Effective Conflict Resolution: When You Are the Supervisor
- The Art (and Science) of Apology

### You'll Receive:

- Your **TKI**® Conflict Resolution Style Profile; \$45 value.
- **Conflict Resolution by TKI**®—is the world's most popular conflict-handling behavior assessment. Your 10-page personal TKI® conflict assessment will tap into research validated by over 7 million TKI Conflict Assessments.
- Robust conflict management and resolution resources.

### Past Participants Said:

*"Jeri Mae was very expressive and fun. I'm a counselor and she's as good as a year of therapy!"*

*"Really great handouts and resources to take back to work and apply tomorrow."*

*"I learned a lot about my conflict style from the TKI profile. And, I know I need to 'stretch' to other conflict styles too. I was really in a rut."*

*"Jeri Mae, right after I left your Conflict workshop, one of my employees found me to tell me about a conflict she had with a co-worker. I thought you'd set it up. I looked around for a 'candid camera.' But it was real. And, I was really ready to guide them through conflict resolution. Thank you."*



### Jeri Mae Rowley

This Saddle Maker's Daughter works with organizations that are committed to empowering employees and delighting customers. Her authentic brand of Western Wit and Wisdom for the Workplace™ has enriched audiences in 39 states, Canada and the US Virgin Islands. Jeri Mae brings memory-boosting interaction, entertaining storytelling and own her unique [dry and quirky] sense of humor to every presentation. She has received state, regional and national recognition for her success as an educator and leader. Jeri Mae is **Certified in Advanced Conflict Resolution by TKI**® and has an MS in Human Resource Management.