A MULTI-MODAL APPROACH 
TO CONFLICT RESOLUTION

February 13, 2007    Tampa, Florida

COURSE OVERVIEW

There are three principal reasons why conflict occurs.

♦ Competition over scarce resources (time, money, people)
♦ Disagreement about ideas
♦ The desire for something “owned” by another

Each of these reasons can produce a situation where people, or groups of people, engage in adversarial competition. Unfortunately, most people view conflict as a negative process that produces less than desirable outcomes, including damaged interpersonal relationships, less-productive work environments, and/or a loss of business. Worse yet, most people think there is only one way to resolve conflict.

There is a different way...Think about how a variety of transportation modes (bus, highway, and rail) improves mobility for everyone. Now, think about the possibilities for you and your colleagues if you better understood the five “conflict modes”. Imagine, further, how effective you could be if you knew how best to utilize each “conflict mode”.

Our one-day “Multi-Modal Approach to Resolving Conflict” seminar provides you and your transit colleagues with the tools and insights to effectively manage conflict at both the personal and professional level. The concepts and ideas presented in this seminar will help you better understand “what makes you tick”, how your unique personal characteristics impact your response to conflict, and how you can apply different conflict resolution approaches to different situations. You will learn conflict resolution techniques in this seminar that will improve personal relationships, strengthen your organization, and help generate more customers.

Our seminar is interactive and features presenter lecture, group dialogue, and individual and group exercises. You and your transit agency will obtain immediate results if you apply what you learn in this seminar.

LEARNER OBJECTIVES

Upon completion of this seminar, participants will be able to:

♦ Define conflict
♦ Understand types of conflict
♦ Understand how individual behavioral characteristics impact conflict
♦ Recognize the five conflict resolution modes
♦ Learn how to more effectively handle conflict
♦ Apply the principles of situational conflict resolution

WHO SHOULD ATTEND

Executive Directors, General Managers, Human Resource managers, future senior leaders in transit and professional staff from public transportation providers in both rural and urban areas of Florida. The tools and concepts presented in the seminar are appropriate for leaders throughout all transportation agencies, whether a Community Transportation Coordinator or an urban transit property.

REGISTRATION INFORMATION

There are no registration fees for this course. If you would like to attend this session, fill out the attached form, and fax to reserve your seat. A confirmation letter with itinerary and hotel information will be forwarded to each registrant.
REGISTRATION FROM TO ATTEND
A MULTI-MODAL APPROACH TO CONFLICT RESOLUTION
NOVEMBER 30, 2006
TAMPA, FLORIDA

REGISTRANT'S NAME ____________________________________________

JOB TITLE ____________________________________________________

MAJOR DUTIES & RESPONSIBILITIES __________________________________________

SUPERVISORS NAME ____________________________________________

EMPLOYER ______________________________________________________

ADDRESS _______________________________________________________

CITY __________________________ STATE ______ ZIP __________________

PHONE _______________________________________________________

FAX __________________________________________________________

EMAIL _______________________________________________________

Checks should be made payable to the Florida Public Transportation Association and mailed to:

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