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*"It takes character to truly value diversity.  
It takes diversity to build true character."*  
-- Dr. Emmanuel Ngomsi

May 13, 2010

## ***Resolving Conflict: A Critical Competency for the 21<sup>st</sup> Century Leader***

Lee's Summit CARES and the Community of Character Business Sector, as part of its ongoing offering of professional development seminars, is sponsoring will sponsor a motivational workshop, **Resolving Conflict**.

According to a study of practicing managers, 42% of their time was spent reaching agreement with others when conflict occurred (Watson and Hoffman). Conflict is costing organizations an astronomical amount of money every year. Please join us for the professional development workshop entitled *Resolving Conflict: A Critical Competency for the 21<sup>st</sup> Century Leader*.

Participants will learn:

- What conflict is
- The dynamics of conflict
- How to recognize it
- Effective guidelines and skills for resolving it

Our workshop presenter, Karen Black, Founder and Owner of Insight Edge, has worked with leaders and their teams to improve communication and increase overall organizational effectiveness for over 18 years. With a Master of Arts in Conflict Management and Dispute Resolution, she has provided both education and facilitation of conflict. Karen has the real world experience coupled with the education to help organizations gain the necessary skills to address conflict.

If you are a business owner, manager, team leader or anyone impacting by conflict resolution within your company you won't want to miss this **FREE** workshop so mark your calendar for Tuesday, June 15th 8-10:00am (a light breakfast begins at 7:30) at Paradise Park Conference Room, 1021 NE Colbern Rd, Lee's Summit. Reservations will be accepted until June 11<sup>th</sup>. Register by e-mailing [sdcoffman@rediscovermh.org](mailto:sdcoffman@rediscovermh.org) or by calling 347-3248.

