


THE ART OF CONFLICT MANAGEMENT

PRESENTED BY MICHAEL GERAGHTY

CONTRACTORS & PLUMBERS EARN 4 PROFESSIONAL CEU'S

 THURSDAY, MAY 9, 2019

 12PM-4PM

 UTAH CAREER CENTER
640 N. BILLY MITCHELL RD. 84116

 FREE

LUNCH WILL BE PROVIDED
REGISTRATION CLOSES MONDAY, MAY 6

In the world of a mechanical contractor the business environment is rapidly changing making tension high and volatile situations are bound to rise. Conflict can erupt at any time, as pressure mounts on people and organizations trying to do more with less. In this highly interactive workshop, you will explore some of the conflict management skills demonstrated by effective and successful leaders. This course will give attendees the hands-on tools, techniques and skills needed to identify, evaluate and solve conflicts in the workplace and in their personal life. Attendees will gain an awareness of how conflict management can erupt and escalate. Additionally, attendees will learn to identify their personal conflict management style and face conflict with confidence, and reduce a high stress environment

Some Items we will cover:

- 8 step conflict management model.
- 7 magic keys to understanding people in conflict.
- 3 skills of conflict management masters.
- How to communicate with authority and impact.
- Case studies on conflict management.
- Your amazing powers to deal with conflict.
- Key strategies and tactics used by master conflict negotiators.
- How to deal very effectively with difficult people and situations.

REGISTRATION*

NAME: _____

COMPANY: _____

EMAIL: _____

PHONE: _____

ATTENDEES: _____

*REGISTRATION AVAILABLE ONLINE AT UMCA.COM/EVENTS

Return form to UMCA office by Monday, May 6, 2019.
Email completed forms to Jennifer@umca.com.

ABOUT MICHAEL GERAGHTY



Michael is an expert on cross cultural communication and negotiation with over 15 years of corporate experience in a Fortune 500 Company as Head of International Purchasing. Mr. Geraghty has negotiated deals and

and contracts all over America, Europe and Asia. He is an Adjunct Professor at St Mary's College, Moraga, California. Inducted into Fortune 500 key employee program for "outstanding performance."

Featured in cover story for purchasing Magazine - the "Bible" for buyers in America. Author of the award-winning book "Anybody Can Negotiate - Even You!"