Module Four: Conflict Resolution & Dealing with Difficult People

A CT Transportation Leadership Program REQUIRED Workshop

This module will focus on how to handle difficult work relationships and will explore reasons why conflict happens including generational issues, conflicting priorities, stress management and ways of communicating needs and perspectives. We will discuss real world issues and work together to come up with solutions. Special attention will be paid to working in a union environment and handling the political intricacies of municipal government.

Learning Objectives

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

- Explain why conflict happens and describe the different types and stages of conflict;
- Understand their own conflict style and how to use the knowledge to navigate the stages of conflict;
- Describe strategies for managing dysfunctional behaviors and other conflict styles.
- Minimize conflict by using appropriate communication and feedback techniques.

Instructor

Kenya Rutland of KJR Consulting has more than 19 years of learning and development experience with a focus on creating high-performing individuals, groups and organizations. Kenya's expertise includes change management, coaching, customer service, diversity and inclusion, leadership and team development.

“Kenya is an excellent speaker that keeps your attention. High energy, he puts a lot of information into a small time slot.”

- Transportation Leadership Program participant
Registration

- Please visit [www.t2center.uconn.edu](http://www.t2center.uconn.edu) to register for this class online.

- **Registration contact:** Please direct any questions to Shelly Desjardin at [shelly.desjardin@uconn.edu](mailto:shelly.desjardin@uconn.edu) or call (860) 486-9373.

- **Cost** *(includes lunch and course materials)*
  - $100—TLP Cohort 6

- If you require an accommodation to participate in this workshop, please contact Shelly Desjardin at [shelly.desjardin@uconn.edu](mailto:shelly.desjardin@uconn.edu) or call (860) 486-9373, at the time of registration.

- Please advise if you have dietary restrictions.

- Photographs may be taken for promotional and training purposes. Please notify us during registration if you do not wish to be photographed.