

# 2017 Feed Your MIND Series



## CONFLICT RESOLUTION

Healthy Strategies to  
Approach Conflicts at  
Work and at Home

**NOV 16**  
**12-4pm**

**\$25** LUNCH  
INCLUDED

**FOR MORE INFO:**  
[www.wssu.edu/cepay](http://www.wssu.edu/cepay)



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Have you ever had a confrontation with a colleague at work, or been in a difficult conflict with a family member? In this “Feed Your Mind” workshop, we will take a hands-on approach to discovering healthy ways to manage conflict. We will gain an appreciation for the five modes of conflict management, and determine which ones you tend to use in conflict situations, and compare it to what others are using. Through role-play and exercises, you will learn effective strategies on how to resolve conflicts with others. Along the way, we will develop a step-by-step process that you can use successfully for any conflict, whether at work or at home.

**About the Instructor:** James Pao is the Program Manager for Continuing Education and Summer Sessions at WSSU and has BS and MBA degrees in Management. Mr. Pao has taught many programs at WSSU including GRE Test Prep, Conflict Resolution, Financial Freedom, Creativity, and Emotional Intelligence with an average evaluation score of 4.8 out of 5.0.

