



CONFLICT RESOLUTION

Learn Healthy Strategies to Approach Conflicts at Work and at Home

JUNE 8
12-2pm
\$19

On the Campus of WSSU
304 Thompson Center

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OFFICE OF CONTINUING EDUCATION
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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 two-hour seminar, 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 which one you tend to use in conflict situations. 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 Director of Summer Sessions and Assistant Director of Continuing Education at WSSU and possesses B.S. and M.B.A. degrees in Business Management. During 2016, Mr. Pao has taught workshops at Winston-Salem State University on GRE Test Prep, Personal Financial Freedom, Creativity, and Emotional Intelligence with an average evaluation score of 4.9 out of 5.0.

