

YOUTH SERIES:
Conflict Resolution
Skills

Overview: Organizations today are competing for consumers, so assuring that customers have a positive experience is a key aspect of any company's performance. This course encourages participants to evaluate, discuss and problem solve a real life conflict. Tools to achieve optimal outcomes and next steps will lead participants in a plan to resolve a current conflict and future conflicts. 2hr program

- Defining the Conflict
- Identify the "power players"
- What is your "role"?
- Communication is the key
- Anticipated outcomes and actual outcomes
- Role-playing best practices

Meet the Trainer: Melissa Welker-Fitzgerald, B.S., M.Ed.
Melissa holds a Bachelor of Science in Social Work and a Masters in Career and Technology Education with an emphasis in Training from Bowling Green State University. Melissa has worked in the social service, health care, retail, and education industries. Her experience includes management, training, account management, customer service, leadership, and career services.

