

# Conflict Management for Leaders

The purpose of the consortium is to foster collaboration among USG institutions in regards to professional development to facilitate benchmarking, share development resources and implement best practices.

Regional training centers and regional partnerships have been established throughout the USG.

**Wednesday, September 27, 2017 1:00 PM - 5:00 PM**  
**Valdosta State University— Details Forthcoming**

Participants enrolled in this course will explore being a collaborative problem solver. Topics include conflict analysis, individual responses to conflict, and strategic managerial intervention in non-productive conflict situations. On-going dialogue as a way to enhance performance management is discussed with attention given to methods for effectively handling both the supervisor's and the supervisee's emotions during a dialogue.

- Analyze conflict situation by discerning the sources and dynamics of conflict.
- Identify stages of a collaborative problem solving process.
- Distinguish difference between interest and position
- Apply a dialogue process as a means to enhancing supervisor-supervisee relationship

Generate ways to stay in dialogue when emotions are high

**Instructor: Dr. Tim Hedeem**

Dr. Timothy Hedeem is a Professor of Conflict Management and serves as University Ombudsman at KSU.

He provides mediation services and training; delivers introductory and advanced trainings in conflict resolution, decision-making, and communication; facilitates group and public policy decision making and planning; and conducts research and evaluation on dispute resolution and justice policy. He serves on the editorial board of *Conflict Resolution Quarterly* and is an appointed member of the Commission on Dispute Resolution of the Georgia Supreme Court.

## Register Online

**Online** - [visitor login](#) for participants without VSU login credentials.

OR

**Call-** VSU Employee Development  
229-259-5105



## Regional Training Center

Valdosta State University

Registration Assistance:  
[training@valdosta.edu](mailto:training@valdosta.edu)

Customized Training:  
Becky Murphy- 229-259-5106

## Regional Partners

Abraham Baldwin Agricultural  
College

Albany State University

Bainbridge College

Columbus State University

Darton College

Georgia Southwestern State  
University

South Georgia State College

