

ADR LUNCHTIME SERIES

Using the Crucial Conversations[®] and Crucial Confrontations[™] Models to Effectively Manage Workplace Conflict

Dr. Tom Holloway, the presenter, is a certified instructor for the following pair of books and related training modules:

Crucial Conversations[®] – tools for talking when stakes are high
Crucial Confrontations[™] – tools for resolving broken promises, violated expectations, and bad behavior

These models have proven useful in the federal work environment. Through the presentation, video clips, and discussion, ADR practitioners and managers will gain an understanding of how to use these skills to address issues in a way that enhances accountability and preserves workplace relationships. These skills assist in dealing directly with conflicts and for coaching clients on effective ways to prevent and resolve future conflicts.

Tom Holloway, Ph.D. – Manager, National Employee Safety Performance, Office of Human Resources, Federal Aviation Administration

Sponsored by the Interagency ADR Working Group, Workplace Conflict Management Section

Date: Thursday, September 17, 2009

Time: Noon - 1:30 PM

Please allow extra time for security procedures

Location: U.S. Department of Energy
1000 Independence Ave., SW, Room GJ-015
Washington, D.C. 20585

Directions:

Orange/Blue Line-Smithsonian/Holocaust Museum/Bureau of Engraving and Printing Exit; **Yellow Line**-L'Enfant Plaza/Maryland Ave. Exit

Please RSVP by September 11, 2009, with name, citizenship, and agency/employer to Cindy Mazur, ADR Director, FEMA, at cindy.mazur@dhs.gov. **Questions? Call Cindy at (202) 646-4094.** If you would like to listen via teleconference, please contact Pamela Pontillo at Pamela.Pontillo@hq.doe.gov.