

Labor Leadership Skills Certificate

Conflict Resolution

(Course Number LB603)

When: November 2 - 22, 2009 (**On-Line** Workshop) 1.0 CEU

This tools-building workshop is designed as an introduction to dispute resolution theory with special emphasis on interest-based problem-solving. The workshop will utilize role plays, exercises, case studies and other tools to allow participants to practice what we teach. Special emphasis will be given to developing strategies to resolve conflicts at work (even with difficult people) without losing control.

Key Topics

- Interest-Based Problem-Solving
- Facing Conflict Without Aggression
- Dealing with Difficult People
- Role Plays with Labor Leaders

Online Workshop Fee: \$300
(10% discount for unions sending 3 or more)

Who Will Benefit? Who Should Attend?

These workshops are applicable to non-profit organizations, community leaders, union officers, bargaining committee members and staff who wish to improve their skills in resolving conflicts in the workplace. The on-line workshops are designed to have participants check the website three times per week for three weeks. The total time commitment is 10 hours spread out over three weeks. Access to the Blackboard website is available 24 hours/ 7 days per week for three weeks (You log-on when you want, anytime).

Instructor

Arthur Wheaton has extensive expertise in international labor union and management research. He has a Masters degree in Labor Relations and Human Resources. He is an Industry Education Specialist for Cornell ILR in Buffalo, and former union steward and executive board member for AFSCME, Local 1585.

✉ Send to a Friend

If your union is interested in scheduling a credit course or non-credit workshop on-site, please call – Art Wheaton at (716)852-1444 x 116.



Cornell University
ILR School

For more information contact:

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