South Carolina Association of Counties

John Q. Atkinson, Jr., President
Marion County

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Executive Director

September 15, 2015

Upcoming Webcast:
Continuing Education for County Officials and Employees

To: Board of Directors, Chief Administrative Officers,
        Clerks to Council, Human Resource Directors, and
        Webcast Contacts

Subject: **MANAGING CONFLICT IN THE WORKPLACE**
           Thursday, October 8, from 9:00 – 11:30 A.M.

SCAC is pleased to announce our final webcast of 2015 — *Managing Conflict in the Workplace* — on Thursday, October 8, from 9:00 – 11:30 A.M. As part of the continuing education program for county officials and employees, this live webcast will be broadcast from the South Carolina Bar Conference Center in Columbia; and we will be able to accommodate those who want to join our studio audience. The webcast can be viewed in any training room where there is internet access through a laptop computer connected to an LCD projector.

This FREE webcast is open to ALL county officials and employees — including elected officials, chief administrative officers, human resource directors, department heads, and supervisors.

You **MUST** register to participate in the webcast. Specific information about viewing, setup, and handouts will only be sent to the entities that register. **The deadline for registration is Thursday, October 1**. Please contact Jennifer Haworth at 1-800-922-6081 or via **jhaworth@scac.sc** if you have questions about the webcast.

Our instructor, Nick Elzy of Optimal Dynamic Solutions will help participants understand conflict and identify typical conflict resolution styles. Participants will complete a self-assessment and learn to recognize conflict strategies in themselves and others. Each participant will learn his/her preferred conflict resolution style, the inherent strengths and weaknesses of each style, and when each style is most effective. This training session will also emphasize skills for managing and, in some cases, preventing the occurrence of unhealthy conflict.

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Building Stronger Counties for Tomorrow

Managing Conflict in the Workplace
SCAC Webcast

Nick Elzy of Optimal Dynamic Solutions will help participants understand conflict and identify typical conflict resolution styles. Participants will complete a self-assessment and learn to recognize conflict strategies in themselves and others. Each participant will learn his/her preferred conflict resolution style, the inherent strengths and weaknesses of each style, and when each style is most effective. This training session will also emphasize skills for managing and, in some cases, preventing the occurrence of unhealthy conflict. Participants will be encouraged to send questions to the instructor via email during the webcast.

A sample of topics to be covered includes:

- Understanding conflict (task conflict vs. relationship conflict)

- The Thomas-Kilmann Conflict Assessment — What is your preferred conflict mode?

- How to choose the most effective style for each situation

- How to resolve conflict in a healthy, productive manner

WHEN:	**Thursday, October 8, 2015, 9:00 – 11:30 A.M.**
WHO:	All county employees — including elected officials, chief administrative officers, human resource directors, department heads, and supervisors
WHERE:	This webcast can be viewed in any training room where there is internet access through a laptop computer connected to an LCD projector.
INSTRUCTORS:	Nick Elzy, Owner, Optimal Dynamic Solutions

TO PARTICIPATE IN THIS WEBCAST, YOU SHOULD:

- ✓ Identify a "coordinator" to be the official contact for the county. He/she will arrange all of the logistics (including equipment and seating) prior to the webcast and be on-site the day of the webcast.

- ✓ Communicate with all affected officials and employees to inform them of the webcast and to encourage participation.

- ✓ Register online via **www.sccounties.org** or complete the enclosed form and fax it to the SCAC Offices.

- ✓ Arrive at your viewing site by 8:30 A.M. and confirm that all equipment is working properly.

- ✓ **<u>RELAX</u>** and enjoy!