



# Managing Conflict

**Tuesday, Dec 10th**  
**9 AM - 3 PM**



NEPPA has partnered with Robert J. Awkward, Ph.D., from Framingham State University, to provide high-caliber leadership training in the area of conflict management. Dr. Awkward's progressive, diverse and successful human resources experiences in varied industries, and in academia, makes him an invaluable resource on this topic. This course will build an understanding of the nature and common causes of conflict, as well as strategies to manage it. It highlights escalation, de-escalation and the conflict and negotiation process.

## WHO SHOULD ATTEND

This course is designed for:

- General Managers
- Directors
- Supervisors
- Team Leads or Emerging Leaders
- Administrative Professionals
- Project Managers

## COURSE OVERVIEW

The Managing Conflict Course is designed to equip existing and emerging leaders with the tangible skills to better manage conflict with themselves, their teams, and in their organization. Participants will reflect on how to utilize conflict management skills and what tools would positively impact themselves and their organization. From the very beginning, participants are encouraged to identify the changes they desire and, more specifically, the behaviors they are seeking to change or improve. They are then asked to imagine the specific results they will achieve because of these new behaviors and work to create an environment that allows transformation to happen.

This in-person, instructor-led program will be presented in one full-day session being held **Tuesday, December 10th from 9:00 am – 3:00 pm** at the **NEPPA Training Center (200 New Estate Road, Littleton MA 01460)**.

Topics Include:

1. The Nature of Conflict
2. The Common Causes of Conflict
3. Conflict Escalation/De-Escalating Conflict
4. Interpersonal Conflict Management Strategies
5. The Conflict Process
6. Conflict Management Skills
7. The Negotiation Process





# Managing Conflict

Tuesday, Dec 10th  
9 AM - 3 PM

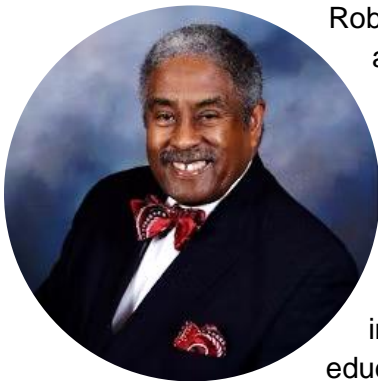
## AGENDA

*Agenda details are subject to change.*

### Tuesday, December 10, 2024

- 9:00 am Welcome & Introductions
- 9:30 am **The Nature of Conflict**
- The Common Causes of Conflict**
- Conflict Escalation/De-Escalating Conflict**
- 10:30 am Break
- 10:45 am **Interpersonal Conflict Management Strategies**
- The Conflict Process**
- 12:00 pm Lunch
- 12:30 pm **Conflict Management Skills**
- 1:30 pm Break
- 1:45 pm **The Negotiation Process**
- 3:00 pm Adjourn

## ABOUT THE INSTRUCTOR



Robert J. Awkward is the Program Coordinator and Academic Advisor and serves as a Visiting Professor of Human Resource Management for the Framingham State University Master of Human Resources (M.H.R.) program. In addition, Bob is also a tenured Professor of Business and Economics at Middlesex Community College (MCC). However, Bob is currently on a professional leave of absence from MCC, which enables him to serve as the Assistant Commissioner for Academic Effectiveness for the Massachusetts Department of Higher Education. In this role, Bob is responsible for leading the advancement of a culture of institutional assessment and open educational resources for the public higher education system. Bob possesses a Ph.D. in Higher Education from the University of Massachusetts Boston; a M.Ed. in Human Resources Development from Boston University; and both a M.S. in Economic Policy & Planning and a B.A. in Political Science from Northeastern University.

## REGISTRATION

To register, please visit the Program's page at [neppa.org](http://neppa.org). Upon completion of the Program, participants will receive a Certificate of Completion from NEPPA. Registration fees include coffee and lunch. If you have any dietary restrictions or considerations, please make note on your registration.

- NEPPA Members \$289
- Non-Members \$489





**NE  
X  
E**

**neppa.org**