

MASTERING CONFLICT MANAGEMENT



Thursday February 16, 2012
8:30 am to 12:30 pm
Registration at 8:15 am

Holiday Inn
12812 Harper Village Dr.
Battle Creek, MI 49014

LEARNING OBJECTIVES:

- Learn about the various conflict strategies
- Learn when each of these strategies are appropriate
- Discover your own conflict strategy
- Learn a three phase conflict resolution procedure
- Practice these skills



Both you and your organization will benefit from this interactive and informative training!

REGISTRATION:

Investment : \$85.00

(includes materials and a light breakfast)

For more information please call Jessica Lum at 269-832-2418,
email jnl@summitpointe.org or visit www.focustraining.org

To register, please fax registration form to (269) 966-1777.

Deadline to register is Thursday February 9, 2012.

Mastering Conflict Management Thursday February 16, 2012

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Battle Creek, MI 49014
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(Registration at 8:15am)

Training has limited capacity.
Please register by Thursday Feb. 9, 2012

Registration Fee \$85.00

Name (Please Print)

Title

Organization

Address

City/State/Zip

() _____
Phone

() _____
Fax

E-mail Address

Special Dietary Needs (please specify):

Registration includes all materials, breakfast
& refreshments

Make checks payable to **FOCUS**
Amount Enclosed \$_____

Visa MasterCard

Card Number

Expiration Date

Security Code

Name on Card (print)

Signature

Billing Address

City/State/Zip

To register by phone, call FOCUS Training at 269-832-2418 or visit www.focustraining.org.
To register via fax, send completed registration to 269-966-1777. Or, mail your completed registration
with payment to: FOCUS, 140 W. Michigan Avenue, Battle Creek, MI 49017.

For Cancellation/Refund Policy please see our website.