



Alternative Dispute Resolution Academy (ADRA)
sponsored by Resolute Mediation & Arbitration, Inc. (RM&A, Inc.)
Phone: 407-298-3751 • Fax: 407-705-3763

Managing Workplace Conflicts

Presenter: Natalie Smith

1CME Diversity or 1CME General Civil

Key points of this online interactive lecture are: learning new communication techniques, being heard without being ignored, fostering workplace relationships, and understanding varying perspectives and instituting a dispute systems design.

Topics discussed:

- Being happy at work (as an employee or as an employer)
- Basic tenet of conflict
- Who is behind the conflict
- General responses to conflict (fight or flight)
- Conflict resolution toolbox
- Transforming your language: from compliant to commitment
- Perspectives
- Alternatives
- Role of workplace mediator
- Addressing diversity
- Dispute system process