

# virtual YPN LUNCHEON

## EXPLORING CONFLICT MANAGEMENT & RESOLUTION

presented by Colette Ciha Soultis of North Liberty Aquatic Center

Friday, February 19, 2021 | 11:00am - 12:30pm

Conflict is a natural, inevitable consequence of having more than one idea in the room at the same time and a necessary part of any healthy group. What behaviors contribute to constructive resolution and what behaviors make things worse? How does your conflict management style and behaviors influence your group productivity, employee turnover, employee theft or sabotage, absenteeism, creativity, and decision making? This session will blend the concepts of Alban Institute's Conflict Management styles that assess personal management styles and Eckerd College's 'Workplace conflict resolution program'. By blending these two concepts the participants may be better prepared to recognize productive and destructive forms of conflict and identify personal behaviors and methods for productive conflict resolution in the workplace.

*Presentation to be followed with round-table discussion.*

Colette Ciha Soultis is a Crisis and Transition Minister, and graduate of the University of Iowa's Recreation program with more than 30 years in service as at the Presbyterian Church U.S.A., working with congregations in transition. Colette currently serves as a pool manager at North Liberty Aquatic Center.

RSVP by Feb 18 to Austin at [ABTasler@dmgov.org](mailto:ABTasler@dmgov.org)

*Iowa Parks and Recreation Association's Young Professional Network provides support to IPRA members age 35 and younger through networking. There is no charge for this event. This is a complimentary feature of your IPRA membership.*

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