

Turning Debate Into Dialogue Constructive Conflict Management

*Equipping leaders to leverage and manage conflict
to break through to improved results!*



**Are you struggling with managing conflict effectively?
Are your leaders not able to resolve issues properly?
Is it time to learn proven skills to be a more effective problem solver?**

Company Focused Workshop

For more information contact

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Who Should Attend This Workshop

- All leaders within your organization
- Leaders seeking to improve their ability to manage conflict, improve trust in relationships and build a conflict competent culture.

On Demand Resources

(additional fees apply)

- Leadership assessment and feedback session
- Individual coaching sessions with our expert coaches

Skills You Will Learn

- Developing a conflict competent culture
- Building trust
- Utilizing Conflict Management Styles
- Addressing Emotions
- Handling Difficult Conversations
- Active Listening Skills
- The Conflict Management Toolbox

Conflict is neither positive nor negative. It just is. It is human behavior that determines the fate of conflict.

Presenters Backgrounds



Jeff Husserl offers over thirty years of business experience as a consultant, Human Resources executive, and mediator. He is the Founder and Managing Principal of Centrum Associates, a boutique consulting firm with offices in Chicago and Orange County CA. Prior to becoming an entrepreneur, Jeff was Executive Vice President of Administration and Chief Human Resources Officer with MB Financial Bank, He held HR leadership positions with Allied Van Lines and Fellowes Manufacturing Company. He currently volunteers as a mediator for the Los Angeles Office of the Equal Employment Opportunity Commission (EEOC) and was named the 2018 Pro Bono Mediator of the Year for the Los Angeles District. Jeff received a BA in English from Georgetown University, his MBA in Marketing and Human Resources Management from Northwestern University's J.L. Kellogg Graduate School of Management and a Master's Degree in Dispute Resolution from The Straus Institute at the Pepperdine University School of Law. Additionally, he completed a 40-hour certification in Performance-Based Mediation Skills from the Center for Conflict Resolution in Chicago.



Doug Patrick is a co-founder of Arete Coaching Group, a leadership consulting firm. Doug's focus is on equipping leaders to be bold and strategic. During his 30 plus years in business, operations and human resources, Doug has served in a variety of leadership roles in both field operations and strategic corporate positions. He most recently held the role of Senior Vice President, Human Resources for the Americas region for a major hospitality company. He has extensive experience in multi-national, large scale organizational change efforts and strong experience in labor and employee relations. Doug holds a Bachelor of Science degree in Hospitality Management from the Pennsylvania State University. He has attended leadership programs at Northwestern University, Harvard University, Cornell University and Loyola University.



Tim Shaffer is a co-founder in Arete Coaching Group, a leadership consulting firm. Tim's focus also is on equipping leaders to be bold and strategic. During his 30 years in business, operations and talent development, Tim has served in a variety of leadership roles in both field operations and strategic corporate positions. He most recently was responsible for Learning, Leadership Development and Performance Management for Hyatt Hotels for the Americas region. He has experience in large-scale organizational change efforts including managing the psychological and emotional impact change creates. Tim is a member of the International Coaching Federation and the Society of Human Resources Management. Tim attended Texas Christian University and majored in Broadcast Journalism.



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