

CONFLICT and the DIFFICULT EMPLOYEE

New Management Seminar

Earn 5 Continuing Education Credits!

JUNE 8, 2018-NEW JERSEY LAW CENTER, NEW BRUNSWICK, NJ

- *Approved by DCA for CMFOs & CCFOs 5 CEUs - 3 Office Mgt/Ancillary Subjects, 1 Ethics & 1 Information Technology
- *Approved by DCA for CPWM (Public Works Managers) 5 CEUs - 3 Management, 1 Ethics & 1 Information Technology
- *Approved by DCA for RMCs 5CEUs - 3 Professional Development, 1 Ethics & 1 Information Technology
- *Approved by DCA for CTCs 5 CEUs - 3 General/Secondary Duties, 1 Ethics & 1 Information Technology
- *Approved by DCA for QPAs 5 CEUs - 3 Office Administration/General Duties, 1 Ethics & 1 Information Technology
- *Approved by Rutgers University for RPP0/RPPS 5 CEUs - 3 Management/Supervisory & 2 Ethics
- *Approved by NJ State Board of Professional Engineers & Land Surveyors - 5 CPCs
- *Approved by Rutgers University for 4 CRPs in Classroom for Certified Recycling Professionals
- *Approved for 5 CPEs for CPAs, RMAs & PAs - 5 Management

8:30am-9:00 am Registration, Hot Breakfast Buffet - 9:00am-1:10 pm Seminar Timetable

It is important for any manager to keep aware of the current and emerging ideas, techniques and perspectives in management. Conflict and difficult employees can disrupt operations and create a dysfunctional workplace. Fortunately there are ways to resolve conflict and handle difficult employees. In this workshop we will explore the strategies and tactics for dealing with these problems.

Some topics that we will cover:

- Functional vs dysfunctional conflict
- Conflict resolution
- Formal and informal approaches to conflict
- Dealing with difficult employees
- Avoiding a toxic workplace

Speaker: Dr. Stephen Betts, Ph.D

Directions on our Web Site: <http://ipd2.com>

Mail Checks to: Institute for Professional Development

P.O. Box 1468, Clifton, NJ 07015-1468 - Phone (973) 777-4200

I wish to register for the Management Workshop 6/8/18 \$125.00 per person \$150.00 door registration

FAX YOUR REGISTRATION (973) 777-0401

Cancellation Policy - 48 Hours before seminar in writing by Fax

****During Inclement Weather check our website <http://ipd2.com> Day Before Seminar****

SEMINAR INCLUDES FULL BREAKFAST BUFFET

\$125 per person

\$150 Registration at door

NAME

TITLE

ADDRESS

ORGANIZATION OR GOVERNMENTAL UNIT

TELEPHONE NUMBER

FAX NUMBER

CLAIMANTS CERTIFICATION & DECLARATION

I do solemnly declare and certify under the penalty of the law that the within bill is correct in all its particulars, the articles have been furnished or services rendered as stated herein, that no bonus has been given or received by any person or persons within knowledge of this claimant in connection with the above claim and that the amount charged is a reasonable one.

Just send your check with the application form! You do not need to send us your Voucher for a separate signature since the presigned certification on the left can be attached to your voucher in lieu of sending it to us for a signature. This form has been determined by DLGS to meet the requirements of the statutes for this type of expenditure.

Michael F. Conti

Michael F. Conti, Program Coordinator

P.O. Box 1468 , 758 Clifton Avenue, Clifton, NJ 07015-1468 - (973) 777-4200