

Celebrating 40 Years



Training and Technical Assistance Center

Connecticut
Transportation
Institute

Connecticut Training & Technical Assistance Center

Training and Events

Module Four: Conflict Management & Dealing with Difficult People

A CT Transportation Leadership Program
REQUIRED Workshop—Cohort #7

This module will focus on how to handle difficult work relationships and will explore reasons why conflict happens including generational issues, conflicting priorities, stress management and ways of communicating needs and perspectives. We will discuss real world issues and work together to come up with solutions. Special attention will be paid to working in a union environment and handling the political intricacies of municipal government.

Instructor

Kenya Rutland of KJR Consulting has more than 20 years of learning and development experience with a focus on creating high-performing individuals, groups and organizations. Kenya's expertise includes change management, coaching, customer service, diversity and inclusion, leadership and team development.



"Kenya is an excellent speaker that keeps your attention. High energy, he puts a lot of information into a small time slot."

- Transportation Leadership Program participant



Date & Time

September 27, 2022
Wethersfield, CT

Session is 8:30am—3:30pm
(Registration begins at 8:00am)
Lunch will be provided

Please note: These are socially distant sessions. All state and university COVID-19 precautions will be followed.

Learning Objectives

Upon completion of this class, participants will be able to:

- Explain why conflict happens and describe the different types and stages of conflict.
- Understand their own conflict style and how to use the knowledge to navigate the stages of conflict.
- Describe strategies for managing dysfunctional behaviors and other conflict styles.
- Minimize conflict by using appropriate communication and feedback techniques.

Registration

- Please visit www.cti.uconn.edu/cti/T2_Workshop_Schedule.asp to register for this class online.
 - Please email any questions to Bethe Greene at bethany.greene@uconn.edu.
 - **Cost:** (includes class materials and lunch)
 - \$125—This workshop is available only to Transportation Leadership Program Cohort #7 Participants
 - **Cancellation/Refund Policy:** The registration fee is refundable if notice of cancellation is received 48 hours prior to the start of the program. Registrants who are unable to attend and do not cancel in advance are subject to the registration fee.
 - If you require an accommodation to participate in this workshop, please contact Bethe Greene at bethany.greene@uconn.edu.
 - Video/Photographs may be taken for promotional and training purposes. Please notify us during registration if you do not wish to be photographed/filmed.
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270 Middle Turnpike, Unit 5202, Storrs, CT 06269