



Commander Navy Region Hawaii Human Resources Office Course Announcement

Course:	CONFLICT RESOLUTION
Target Audience:	Any employee who wants to prevent or learn how to deal with conflict
Length:	TWO days 8:00 a.m. To 4:00 p.m.
Date(s):	19-20 March 2013
Location:	To Be Determined <i>(Insert in SF-182, Section B, Block 1b)</i>
Cost:	\$118
Course Description:	<p>Developing the ability to deal with others effectively is perhaps the most important skill we can learn. Too often misunderstandings lead to conflicts which develop into resentments that rob energy and reduce productivity.</p> <p>This class is designed to provide practical tools in communication and conflict resolution. You will learn constructive approaches to create positive outcomes and resolutions. Content includes surveys, role plays, written and video case problems, and proven models for handling conflict situations. All participants will be expected to apply the tools and concepts learned to their own work setting.</p> <p>Participants attending this course will:</p> <ul style="list-style-type: none">• Understand the patterns and appearances of conflict and some options for dealing with it.• Complete a conflict survey to identify preferences and development needs.• Apply conflict intervention skills appropriate for the five basic conflict strategies.• Develop skills to manage emotional responses to conflict and make conflict work in constructive ways.• Complete <i>Behavior Style Survey</i> to increase your success in dealing with difficult people.• Learn active listening skills for resolving workplace conflicts and prevent conflicts from escalating.• Analyze conflict situations and select an appropriate strategy to resolve differences.
Nomination Process:	To register scan and e-mail a copy of the approved and properly executed SF-182 to Pacific Development Center, REGISTRAR, at edbdoherly@yahoo.com by the nomination deadline. <i>Questions should be addressed directly to Pacific Development Center, REGISTRAR. Confirmation letters will be sent by e-mail. Please provide Point of Contact's name, phone number and e-mail address. (Insert in SF-182, Section B, Block 19)</i>
Nomination Deadline:	19 February 2013

Vendor: Pacific Development Center, 60 Sparrow Ct., Bailey, CO 80421 *(Insert in SF-182, Section B, Block 1a)*

Payment Method: DOD activities are required to use the government purchase card to pay the vendor. The cardholder is responsible for providing the necessary purchase card information to the vendor. DOD activities are to include in *Section B, Block 19, of the SF-182* the statement **“Payment by government purchase card,” the cardholder’s name, card number, expiration date, and phone number of the cardholder.** Purchase card issues should be discussed with the vendor at (303) (838-0746). *Registrations will not be accepted without the purchase card payment information.*

A non-DOD organization/agency, in accordance with agency policy and procedures, may pay by credit card or by another arrangement as discussed with the vendor. If by credit card, the cardholder must include the same cardholder information. *(Insert in SF-182, Section B, Block 19)*

CANCELLATIONS WITHOUT FULL CHARGE TO THE NOMINATING ORGANIZATION WILL BE ACCEPTED ONLY UP TO 30 DAYS BEFORE THE COURSE START DATE.

For Further Information: Pacific Development Center
REGISTRAR: Ed Doherty
Telephone: (808)772-1998
E-mail Address: edbdoherty@yahoo.com

Course Manager: Judy Aranaydo, HRO CNRH
Telephone: (808) 471-1723

SAID Code: **53000** *(Insert in SF-182, Section B, Block 19)*

For further information concerning selection, payments, and cancellation procedures, see https://www.cnic.navy.mil/navycni/groups/public/documents/document/cnicp_a129357.pdf