

Missouri Public Health Association

“Conflict Resolution”

Thursday, April 19, 2018

Stoney Creek Hotel & Conference Center
2601 S. Providence Road
Columbia, MO 65203



SCHEDULE *of* EVENTS

| | |
|-----------------|---|
| 9:00 am | Registration Foyer |
| 9:30 am | Welcome Salon C |
| 10:00 - 12 noon | Conflict Resolution Salon C The training session will focus on how professionals in the public health field can better understand and manage the conflicts they experience in their work. Topics addressed will include the following: <ul style="list-style-type: none">• The causes and dynamics of conflict;• The role of perceptions and needs in conflict;• Understanding and managing emotions in conflict;• De-escalating emotions in conflict;• Conflict styles and their role in interactions;• Strategies for managing conflicts effectively;• The use of mediation and conflict coaching in conflict management. The training will include interactive activities to engage learners in the material, including large group discussion, small group work, role play, and/or fishbowl demonstrations <i>Speaker: Dr. Charlene Berquist, Director, Center for Dispute Resolution, Professor, Department of Communication, Missouri State University; Heather Blades, Associate Director, Center for Dispute Resolution</i> |
| 12 - 12:30 pm | Lunch |
| 12:30 - 2:30 pm | Conflict Resolution continued |
| 2:30 pm | Closing Remarks |

Dr. Charlene Berquist is the Director of the Center for Dispute Resolution and a professor in the Department of Communication at Missouri State University. Dr. Berquist teaches graduate-level courses in a number of areas, including conflict, mediation, family communication, and research methods. She is also an experienced mediator, facilitator, conflict coach, trainer, and presenter. She works extensively with students as the program director for the conflict certificate programs, coordinating internship experiences for students through the CDR, and advising practicums and theses. She also maintains the CDR's collaborative partnerships with community organizations and institutions, supervises the training and support of volunteers, and oversees the research work of the CDR.

Heather Blades is the Associate Director of the CDR. She works full time at the CDR and has been with the Center since 2006. Ms. Blades holds a master's degree in professional writing and a graduate certificate in conflict and dispute resolution. Ms. Blades is an experienced conflict coach, presenter/trainer, and family group conference facilitator. She oversees the day to day operations at the CDR and works closely with students and community volunteers. Additionally, Ms. Blades teaches in the conflict certificate programs.

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..... Pre-registration is required ~ Registration deadline is April 12, 2018

Name

Agency

Address

City, State

Zip

Phone

Email

REGISTRATION FEES

- | | |
|--|----------|
| <input type="checkbox"/> MPHA Members | \$85.00 |
| <input type="checkbox"/> Non-Members + MPHA Membership | \$135.00 |
| <input type="checkbox"/> Student/Retirees | \$35.00 |
| <input type="checkbox"/> Non-Members | \$145.00 |

Total Amount Enclosed/Due \$ _____

PAYMENT OPTIONS

Payment must accompany the registration form

Check Enclosed Credit Card (see below) Invoice

Credit Card Payment Options: MasterCard / Visa / Discover / American Express

Credit Card #:

Exp. Date:

CVV Code:

Detach and mail payment to:
MPHA
PO Box 126
Jefferson City, MO 65102
Phone: 573-634-7977
Fax: 573-635-7823
Email: sboeckman@mopha.org

Stoney Creek Hotel & Conference Center has a block of rooms reserved at a special rate of **99.00** for single or double occupancy until **April 4, 2018**.

Call 800-659-2220 for reservations and ask for the **MPHA Special Rate**.