



Workplace Conflict...A Deeper Look

Presented by Cole Chatterton



**Friday, May 31, 2019,
9:00 a.m. to 4:00 p.m.**

2WTC, World Trade Center
25 SW Salmon St
Portland, Oregon 97204

Attendees will receive

- 6 Leadership PDUs
- Lunch

Pricing

- \$372 Non-members
- \$285 Chapter Members
- \$153 Chapter Student Members
- \$22 Earlybird Discount for registrations by 5/7/2019
- \$50 Late Fee for registrations after 5/23/2019
- Registration closes 5/31/2019

For more information and to register

<http://pmi-portland.org>
workshop@pmi-portland.org

Whether you have problems delivering bad news, get heartburn when thinking about counseling a colleague, let clients run over you just for standing your ground, have trouble objecting to workload imbalances, avoid presenting options in the midst of chaos, or simply would rather go with the flow over standing up for what's right, all are signs of needing to embrace the art of fierce conversations. It is understandable that you would rather avoid these talks as we are not hard-wired to know how to successfully navigate controversy. We are hard-wired for fight, flight or freeze. During this training you will learn that difficult subject matter can emotionally charge any room and knowing the art of managing these conversations can take a destructive conversation to a constructive exchange of thought. This seminar is crafted to assist you in approaching difficult conversations with confidence. You will learn how to skillfully manage expectations, keep explosive emotional swings in check, and keep the organizations best interests front and center.

Learner Outcomes and Objectives:

- Understand that conflict is inevitable and the way to manage through the conflict effectively
- Learn how to deescalate conflicts
- Discover how to use a Root Cause Analysis (RCA) to uncover the problem over the symptom
- How to navigate the four quadrants of Emotional Intelligence (EI)
- Reflective work on who truly is the one in conflict and address these identifiers correctly
- Navigate conversations so their company culture can stay healthy

About the Presenter

Cole Chatterton's past experiences in the professional arena include the restaurant industry as a regional project manager, national account management with the Xerox Corporation, small business developer/owner, and founder of Weathered Hands & Hearts. His education and certifications include a BS in Business/Project Management and a MBA from George Fox University, Marketing, Six Sigma. Lean, ISO, Baldrige Assessor, and Career Coach. The committees he currently invests his time with include Faculty Diversity Internship Program, Community Outreach Advisory Council, Forward Edge, Fuller Center, and Unit Change Team for Critical Race Theory. He currently teaches at seven institutions. He is the business department chair at Portland Community College's Cascade campus and provide business consulting, corporate training, and executive coaching services through his company Paradigm Swift.