

NIC SOUTHERN REGION TRAINING PRESENTS...

PROBLEM
SOLVING

CONFLICT
RESOLUTION

Course Objectives

IDENTIFY THE CAUSES OF WORKPLACE CONFLICT

IDENTIFY THE FIVE STRATEGIES FOR MANAGING
CONFLICT

UTILIZE THE STEPS OF PRINCIPLED NEGOTIATION

APPLY CRITICAL AND CREATIVE THINKING SKILLS TO
SOLVING PROBLEMS

DESCRIBE STEPS OF EFFECTIVE PROBLEM SOLVING

PRACTICE USING THE PROBLEM SOLVING STEPS

Hosted by: Sheriff Mark Hunter
Columbia County Sheriff's Office

Who should
attend?

- Middle and 1st line Supervisors
- Field Training Officers
- Line Level Corrections Officers managing inmates at a jail or prison

Location

- Columbia County Sheriff's Office
- 4917 East US Hwy 90
- Lake City, FL 32055

Date

July 07, 2014 0800-1700 hours

Cost

- No registration fee
- Participants are responsible for travel, lodging and per diem

Registration

- Register via e-mail: cmay@columbiasheriff.com or phone (386) 755-7001 Lt. Cedric May
- Questions about the course contact Captain Beth Richards, NIC Southern Region Training Coordinator, by email: beth.richards@colliersheriff.org or phone 239-252-9510