One-Day In-Person Seminar

The Coaching Involved with Conflict Management & Resolution in the Workplace

Thursday
June 17
8:30 am – 3:30 pm

Seminar Location:
Seminar Room of the Student Recreation Center
[SRC—second floor above Starbucks]
Rider University
2083 Lawrenceville Road
Lawrenceville, NJ 08648

Target Audience:
Managers, supervisors, executives with responsibility for managing employees
Seminar Description

In this one-day EXCEED workshop, participants will begin by learning how to identify and address performance issues in the workplace. Specifically, this session will teach participants how to deal with conflict and anger in the workplace. Topics include:

- **Methods** to reduce unwarranted conflict and implementing effective strategies to manage unacceptable or sensitive workplace issues

- **Approaches** to manage specific challenges related to conflict in groups/teams/departments

- **Assessing** and understanding one’s own style for managing conflict and enhancing one’s skill set.

Through the use of interactive lecture, group discussion and experientially-based, hands-on training, participants will identify and determine the coaching styles, behaviors, situations and accompanying documentation to be used in the workplace to effectively enhance employee performance. Each participant will have an opportunity to experiment with new and different behaviors, receive feedback from peers, and reframe his/her perspective. Exercises will support the development and habituation of new skills and behaviors that will immediately enhance work relationships as well as productivity.

**Registration Fee: $495 per participant**
(discounts available for Rider alumni and current graduate students; contact EXCEED at exceed@rider.edu.)

Space limited to 25 participants.

Visa, Mastercard, American Express and checks made payable to Rider University CBA accepted.

**Registration form is available at**
[www.rider.edu/exceed](http://www.rider.edu/exceed)

**Mail registration to:**
EXCEED
College of Business Administration
Rider University
2083 Lawrenceville Road
Lawrenceville, NJ 08648

**Fax registration to:**
609-896-5255
Attn.: Diana Cook, EXCEED

**Email registration to:**
exceed@rider.edu
## Seminar Agenda

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<tr>
<th>Presentation/Topic</th>
<th>Estimated Time</th>
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<tr>
<td>Introduction to anger, conflict and coaching in the workplace</td>
<td>15 minutes</td>
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<td>Experientially-based exercise to establish importance of EQ (Emotional Intelligence) by managers and executives</td>
<td>45 minutes</td>
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<td>Participant interaction and lecture on anger including video(s)</td>
<td>40 minutes</td>
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<td>Group activity to identify specific forms of workplace anger and conflict</td>
<td>45 minutes</td>
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<td>Sampler of behaviors and their impact on individual styles for coaching</td>
<td>45 minutes</td>
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<td>Lunch</td>
<td>60 minutes</td>
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<td>Coaching styles/Discipline without punishment/ The Awareness Wheel/Role Playing</td>
<td>90 minutes</td>
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<td>Takeaways, personal commitments &amp; closing statements</td>
<td>30 minutes</td>
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### Executive Center for Education and Development (EXCEED)

Rider University’s College of Business Administration Executive Center for Education and Development (EXCEED) assists organizations in investing in their employees through customized professional development seminars and a variety of other consulting services. EXCEED learning opportunities use a group approach to maximize interaction among participants and to maintain a sense of teamwork and cohesiveness. In all situations, attendees explore, expand and refocus awareness in areas of motivation, learning, communication, perception and problem solving, resulting in knowledge gains that are highly transferable to the workplace.
Mark A. Kasrel, B.S., M.A., L.P.C., is a Licensed Professional Counselor who has been practicing for over 25 years. His areas of expertise include: change-management skills on both micro and macro levels, organizational development, management training, conflict management and conflict resolution, team building, utilization of effective work groups, communication and interpersonal and professional skill enhancement, executive coaching, mentoring, and managing change on a personal and organizational level within the workplace. Many of Mark’s clients are fast-growth entrepreneurial companies as well as successful family businesses. A highlight for Mark has been his involvement with Dr. Greg Olsen, the third civilian selected to travel to the International Space Station, for whom he is an executive coach.

Mark is currently an Executive in Residence at Rider University’s College of Business Administration and the Director of Corporate Outreach for their Executive Center for Education and Development (EXCEED). In addition to designing and delivering professional development seminars to a variety of organizational leaders, Mark also teaches professional development to co-op students. Mark was formerly a senior associate and facilitator for Rutgers Center for Management and Entrepreneurship (2000 – 2006). In addition, he was a former member of the American Society for Training and Development.

External Recognition

Rider’s academic programs are consistently recognized for their quality and excellence.

- *Princeton Review* selected Rider’s College of Business Administration among its “301 Best Business Schools”
- *Princeton Review* also recognized Rider University among its “Best 371 Colleges & Universities”
- *U.S. News & World Report* ranks Rider #30 among all top-tier universities in the northern United States
- Rider is fully accredited by the Middle States Commission on Higher Education

The Highest Accreditation Possible

Rider is one of select business schools to hold dual accreditation for its business and accounting programs from the prestigious AACSB International (The Association to Advance Collegiate Schools of Business). Fewer than 5 percent of the world’s business schools meet AACSB’s rigorous and exacting accreditation criteria — making it the “gold standard” for quality business education.
Registration Form

Rider University College of Business Administration
Executive Center for Education & Development (EXCEED)
One-Day In-Person Seminar: The Coaching Involved with Conflict Management & Resolution in the Workplace
Thursday, June 17, 8:30 am – 3:30 pm, Rider University, Lawrenceville, NJ
Program fee $495 • Fee is payable in advance • Early Registration Discount

Participant Information (provide only information not available on your business card)

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Company

Address

City

State

Zip Code

Country

Phone

Fax

Email

Company Web site

Billing Information (if different from above)

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Payment Option

☐ Check payable to Rider University CBA is enclosed in the amount of ________________.

☐ Please bill me. (Options include check and credit card.)

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