

# MANAGING CONFLICT

## STRATEGIES FOR MANAGERS & BOARD MEMBERS

**TUESDAY, OCTOBER 30, 2018 | 9:00 am to 11:30 am**

**iPLAY AMERICA | 110 SCHANCK ROAD | FREEHOLD, NJ | 07728**

Join us for a two hour interactive workshop for association board members and community managers covering the topic of conflict and the different ways we approach conflict situations with others. Attendees will learn to identify their own conflict style, develop basic skills and techniques for managing and preventing situations from escalating. Participants will emerge with fundamentally changed perspectives and new, stress-less approaches to conflict resolution.

### CONFLICT RESOLUTION SPECIALISTS



#### PATRICIA MCGINNIS, TURNING POINT

Patricia McGinnis comes to her subject with many years of experience in conflict work and with a distinctive perspective. Author of *Change Pain To Gain: The Secrets of Turning Conflict into Opportunity*, she helps people transform their lives by transforming conflict. She offers speaking, training and coaching to bring a new level of clarity and understanding to organizations and teams.



#### MADGE S. THORSEN, CULTIVATE CONFLICT CAPABILITY

Madge S. Thorsen is a conflict resolution professional who mediates, facilitates group meetings, and presents to and trains diverse audiences in conflict resolution and facilitation skills. She has a J.D. degree from the University of Minnesota Law School and she practiced business, commercial and products liability law for more than 30 years before focusing exclusively on conflict management and dispute resolution for the last 10 years. She is the author of many articles and her training pamphlet *Cultivate Conflict Capability: Twelve Tips from the Mediator's Tool Kit*.

#### CONTINUING EDUCATION NOTICE:

This course is approved by the Community Association Managers International Certification Board (CAMICB) to fulfill 2 hours of continuing education requirements for the CMCA® certification. [www.camicb.org](http://www.camicb.org).



**PRESENTED BY THE 2018  
CAI-NJ ULTIMATE PARTNERS**



#### MANAGING CONFLICT: STRATEGIES FOR MANAGERS & BOARD MEMBERS REGISTRATION FORM

Name/Designation 1: \_\_\_\_\_

Company/Association: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**\*Note: There is no charge to attend. Member and non-member: Community Managers, Management Companies and Homeowner Leaders ONLY.**

Please list the name, company/association and designations of additional registrants.

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

**To register, email this completed form to [info@cainj.org](mailto:info@cainj.org) or fax to 609-588-0040.**

