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### UM workshop offered on "Conflict Management on the Job"

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# University of Montana

Office of University Relations • Missoula, Montana 59812 • (406) 243-2522

## MEDIA RELEASE

walser/ag  
2/26/82  
Helena

### UM WORKSHOP OFFERED ON "CONFLICT MANAGEMENT ON THE JOB"

MISSOULA--

A workshop on "Conflict Management on the Job" will be offered by the University of Montana Center for Continuing Education on Thursday and Friday, April 1 and 2, in Helena at the Park Plaza Hotel, 22 North Last Chance Gulch. Cost of the workshop is \$135. Each day the program will run from 8:30 a.m. to 4 p.m. with a break for lunch.

The program complies with the continuing education standards set by the National Association of State Boards of Accountancy. Approval for continuing education units has been requested from the State Board of Nursing Home Administrators.

Requests for continuing education units for other professional groups or for registration information should be addressed to the UM Center for Continuing Education, 125 Main Hall, Missoula 59812 (telephone 243-2900). Enrollment is limited and registration is requested by March 18.

The workshop uses role playing, lecturettes, questionnaires and specific instances of conflict on the job to illustrate conflict management principles. Topics to be covered include social and managerial attitudes toward conflict; productive and destructive conflict; assessment and use of power in a collaborative manner; goal setting and issue clarification; strategies and tactics for productive conflict management.

In addition, workshop participants will probe into the differences in management styles and decision-making modes for men and women; analyze personal conflict styles; examine alternatives for dealing with jealousy and envy in

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Conflict Management (Helena)--add one

others; be advised on how to avoid self-defeating plays and scenarios lived out in the office; examine the power structure in conflicts; learn to include content and relationship goals in problem solving; address the problems of employee grievance and discipline; learn how to deal with the reluctant subordinate.

Joyce Hocker, UM associate professor of interpersonal communication, will be the instructor. She teaches conflict management, organizational communication and male-female communication. In the last 10 years Hocker has been a consultant to a variety of groups, including IBM, Montana Power, Aetna Life Insurance, the Texas Mental Health System and small agencies such as the Battered Women's Shelter, the Retired Senior Volunteer Program and the YWCA.

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