



## **April Professional Development Event Tuesday, April 10, 2012**

### **Collaboration Skills: Resolving Conflict/Resolving Options**



**Presenter: John Canfield - President - Canfield and Associates**

**Registration is available at: [www.apicsswmi.com](http://www.apicsswmi.com)**

**Registration Deadline is Thursday, April 5, 2012 at Noon**

***Location: Bronson Athletic Club -6789 Elm Valley Dr. Kalamazoo***  
***Schedule: 5:30 PM Hors d'oeuvres; 6:00 PM Speaker begins***

John Canfield has worked as an independent management consultant with hundreds of company leaders throughout the world helping organizations build improvement and innovation capability since 1990.

John is an experienced seminar leader, meeting facilitator, and keynote speaker who has been trained to facilitate a wide variety of planning, problem solving, creativity, and project leadership processes and tools.

With thirty years of individual and organization development leadership experience in both the people and equipment sides of processes, John has an extensive background in working with all levels of employees in many types of organizations.

#### **Presentation Description:**

The vast majority of improvement team work, and business in general, is conducted through a series of meetings with a wide variety of team members, personalities, and opinions. These meetings can include two people or many people. All too often these meetings are either slowed or derailed by what many call conflict. Learning to think about and treat conflict as merely the discovery of a different point of view helps teams move past unnecessary personal and political noise and focus on the opportunity of having many options to choose from. This presentation will help you develop approaches, skills, and confidence that allow you to move past unproductive conflict and work more effectively taking full advantage of productive conflict.

We hope you are able to join us for this interesting and informative presentation.