

Business Leader's Breakfast Series



Thursday
December 6, 2018
7:30 - 9:00 am

**Museum of Nebraska Art
(MONA)**

**2401 Central Ave.
Kearney, NE 68847**

Reserve your space today:

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THE GLASS IS HALF FULL: SOLUTION-FOCUSED CONFLICT MANAGEMENT

Presenters: Dr. Grace Mims & Dr. Marissa Fye

Did you know first-line supervisors and midlevel managers can spend more than 25% of their time dealing with conflict?

Benjamin Franklin once said: "Every problem is an opportunity in disguise." Even so, there is a temptation to rehash problems in hopes of understanding and solving the problem. And, such conversations foster anxiety and often result in further entrenchment in the problem-saturated narrative, resulting in maintaining the problem with no working solutions on the horizon. The presenters will introduce solution-focused conflict management as a briefer, more hopeful, and more cost-effective approach compared to others. Employees are empowered to formulate their own hopes for the future and to devise ways to make them happen. Participants will gain a description of the solution-focused model, its theoretical background, and practical applications in conflict management practice. A 'Solution Focused Conversation Guide' which includes eliciting questions about goals, exceptions, and competencies to motivate change will be the basis of an experiential activity and one that managers can use to facilitate conflict management in their own work settings.

<http://www.unk.edu/executive-ed>