



San Francisco

THE INSTITUTE FOR MANAGEMENT STUDIES, 6580 S McCarran Blvd., Suite B, Reno, NV 89509

SUBJECT	EFFECTIVE CONFLICT RESOLUTION: AN ESSENTIAL LEADERSHIP ASSET		
FACULTY	MS. IRMA TYLER-WOOD		
LOCATION	Carnelian Room/Bankers Club 555 California St., 52nd Floor, San Francisco, CA 94104 (415) 433-7500	DATE	Wednesday, August 19, 2009
		REGISTRATION	8:30 AM
		SESSION	9:00 AM - 4:00 PM

TIME TOPICS

15%	Understanding individual conflict preferences and areas for development
25%	Tools for conflict resolution
50%	Practice and application of tools
10%	Understanding theory and latest research on conflict and team effectiveness

SEMINAR DESCRIPTION

How a leader manages conflict and facilitates its resolution directly impacts the bottom line and the performance of those they lead. This hands-on course will prepare leaders to do three things: (1) to understand their conflict styles, strengths and areas for development; (2) to learn and apply three tools for effective conflict resolution; and (3) to reflect on and plan for managing an actual conflict they are experiencing in the workplace.

FOR RESERVATIONS

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FACULTY



MS. IRMA TYLER-WOOD is a Partner with Ki ThoughtBridge. She is co-author of the book *Expand the Pie: How to Create More Value in Any Negotiation*. Prior to her work at Ki ThoughtBridge, she practiced corporate law in Washington, D.C., and had careers in education and government. While at Harvard Law School, she worked as a negotiation Teaching Fellow with Roger Fisher and served as the Assistant Director of the Conflict Clinic at the Harvard Negotiation Project. At Ki ThoughtBridge, Ms. Tyler-Wood consults nationally and internationally with corporate, government, and other public sector clients in resolving complex, high stakes disputes. She has advised and coached corporate and government clients to enable them to implement major change initiatives, resolve complex multi-party disputes, and create, enhance, and repair strategic business relationships. Ms. Tyler-Wood has done extensive work in education, and advising educators in universities and public school systems in areas ranging from collective bargaining contracts to school reform initiatives. She has also applied conflict resolution frameworks to help individuals and organizations address "glass ceiling" issues and diversity as it impacts team effectiveness. In a decade of experience in this field, organizations with which Ms. Tyler-Wood has worked include IBM, Liberty Mutual Insurance, Eastman Kodak Company, Polaroid Corporation, Bank of America, Morgan Stanley, AT&T, Bell Labs, Smith College, and Boston Public Schools.

GUIDE TO PARTICIPANT SELECTION

SENIOR EXECUTIVE
(Pres, Exec & Sr. VP)

EXECUTIVE
(VP & General Mgr)

SENIOR MANAGER
(Div. & Reg. Mgrs)

MIDDLE MANAGER
& SUPERINTENDENTS

3	3	3	3	3	3	3	3	3	3	3	3	3	3
3	2	2	3	3	3	2	2	2	2	3	3	2	
2	1	1	2	2	2	1	1	1	1	2	2	1	
1	1	1	1	1	1	1	1	1	1	1	1	1	1
Admin	Distrib	Engr	Finc	H.R.	Legal	Mktng	IT	Ops	Ping	Pchsg	R&D	Sales	

APPLICABILITY

"1" indicates primary target audience

"2" indicates a good fit if the level of material is appropriate

"3" indicates (in the opinion of the Institute and faculty) limited applicability.

FOCUS

PRIMARY

LEADERSHIP DEVELOPMENT:

Adaptability, Commitment, Communication, Creativeness, Decisiveness, Empathy, Interpersonal Relations, Persistence, Timing, Use of Time

SECONDARY

PLANNING/ORGANIZING:

Problem Identification, Selecting and Organizing Information, Evaluating Alternative Solutions, Developing Specific Plans

TERTIARY

EXECUTING/CONTROLLING/EVALUATING:

Use of Authority, Discipline

LEVEL

Introductory Intermediate Advanced