



19210 S. Vermont Avenue, Building A, Suite 100  
Gardena, CA 90248  
Phone: (310) 538-0233  
www.irwaonline.org

## Course 213: Conflict Management September 18, 2018 Fort Worth, TX



### Course 213: Conflict Management

#### Course Description:

This course presents specific methods for reaching collaborative solutions and minimizing negative aspects of conflict while maximizing benefits of resolving conflict. During this course, participants will learn how effective conflict management can open doors to healthier workplace relationships and more productive working relationships with both property owners as well as the general public.

#### Course Level:

Core

#### Course Tuition Includes:

Participant Manual

#### Topics:

- What is conflict?
- Nature and consequences of conflict
- The two consequences of conflict
- How to identify “crazy-makers”
- Seven common outcomes of “usual conflict”
- How processes and outcomes separate constructive from destructive controversies
- Why conflict is natural
- Determine your own conflict style — self examination
- Coping with criticism
- Managing interpersonal conflict
- Communication climate: key to conflict management

#### Recommended Materials:

Successful Communication and Negotiation Textbook (separate purchase; available through IRWA’s Publication Store)

#### Who Should Take This Course:

This course is designed for right of way professionals and individuals who want to better manage their roles in interpersonal conflict and to develop better relationships.

\_\_\_\_\_  
Last Name First Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip/Postal Code

(\_\_\_\_)\_\_\_\_ - \_\_\_\_\_  Yes  No  
Phone Member Member ID Number

\_\_\_\_\_  
Email Address

If payment includes the fees for registrants other than yourself, check here:   
(Please submit names of other registrants on a separate paper along with this form)  
Will you also be attending?  Yes  No

	Registration Deadlines	Member Tuition	Non-Member Tuition	Total Tuition Amount
On and Before:	Aug. 16, 2018	\$265.00	\$330.00	_____
On and After:	Aug. 17, 2018	\$340.00	\$405.00	_____

Total Member Registrants: \_\_\_\_\_  
Total Non-Member Registrants: \_\_\_\_\_

PRINT NAME AS IT APPEARS ON CARD: \_\_\_\_\_ 3-DIGIT CVV: \_\_\_\_\_

AMEX  MC  VISA  Card #: \_\_\_\_\_ EXP: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_ Amount to be Charged: \_\_\_\_\_

**Course 213: Conflict Management September 18, 2018 Fort Worth, TX**

Sponsor: IRWA Chapter 36  
Date: September 18, 2018  
Time: 8 AM to 5 PM  
City: Fort Worth, TX

**Class Location:**  
Oncor Electric Delivery Company (Tentative)  
115 W. 7th Street, Suite #1025  
Fort Worth, TX 76102  
Phone: (817) 215-6200  
Participant Capacity: 20

**Four Ways to Register:**  
Online: www.irwaonline.org  
Fax: (310) 538-1471  
Phone: (310) 538-0233, x138  
Contact Course Coordinator

**Course Instructor:**  
Mark Thigpen

**Accommodations:**  
Hilton  
815 Main Street  
Fort Worth, TX 76102  
Phone: (817) 870-2100  
Rate: Single - \$200 + Tax per night  
Search online for best rates or best available hotel

**Course Coordinator:**  
Jim Thomas, SR/WA, R/W-NAC, R/W-AMC  
115 W. 7th St., Suite #1025  
Fort Worth, TX 76012  
Phone: (817) 215-6639  
Email: jimmy.thomas3@oncor.com

**Cancellation Policy:** All classes scheduled by IRWA are subject to cancellation. All class registrants must contact the Course Coordinator prior to making travel arrangements, keeping in mind that the class may be cancelled at any time (for reasons including, but not limited to, insufficient registration, Instructor emergencies or other issues beyond the control of the chapter and/or IRWA). Fully liquidated damages for any losses incurred by a class registrant are limited solely to a refund of the registrant's prepaid class tuition. IRWA and its chapters assume no other registrant liability resulting from class cancellation.

**Tuition Refund Policy:** Written notification of intent to cancel registration must be received via email by both the Course Coordinator and IRWA Headquarters Education Staff (education@irwaonline.org) prior to the class start date in order to be eligible for a tuition refund. A full tuition refund will be issued if notice is received 15 days or more prior to the class start date; a 75% refund will be issued if notice is received less than 15 days prior to the class start date, and no refund will be issued for notice received on or after the class start date.