



Conflict Management Strategies, Inc.

Managing Conflict, Empowering People



Human Resources is typically the first responders to conflict and chaos in the workplace, but where do they go to get their training? Carol Bowser of Conflict Management Strategies, inc. offers custom trainings and consultations to help sort through the mess.

Workplace Conflict Expert: The sources of workplace conflict are as diverse as each workplace. As a close, but independent advisor to organizations, Ms. Bowser assesses the interpersonal sources of conflict, perceived lack of respect, cultural differences, clashing values among employees and departments and works with her clients to create sustainable change and high functioning workplaces.

Professional Trainer: Ms. Bowser works with her clients to train personnel at all levels on the skills to address and navigate through workplace conflict. Her style is highly interactive, facilitative, and designed so that participants can put the skills to immediate use in the workplace. She is highly engaging, AND highly knowledgeable.

Mediator: Ms. Bowser began her mediation career in 1994 through training at the Pierce County Center for Dispute Resolution. The training was a huge influence on her life and professional career. She has mediated hundreds of cases with particular emphasis on employment matters and working relationships and trains others in mediation skills. Ms. Bowser served as a Mediator for United States Equal Employment Opportunity Commission from 2004-2009.

Seminars:

The Real Deal!!-No Nonsense Mediation Skill Training Exclusively for HR Professionals:

So what is so special about mediation skills? Simple. When learned and executed the skills used by mediation professionals save time and money, helps increase employee engagement, build on diverse ideas to create dynamic solutions, build working relationships to help people get back to work.

Intersection of Change Theory and Grief Process-The How and Why behind Organizational and Change Behavior:

Organizational Development & Personal Development hinges on facilitating behavioral change. Yet, individuals may not be ready, willing or able to execute change. The theories of "The Stages of Change" developed by Prochaska and DiClemente and the "Stages of Grief" explored by Kubler-Ross provide key insights into human behavior that the Human Resources and Organizational Development Professional can utilize for greater results.

Rules of the Playground-Why 'Be Nice' and 'Share your toys' don't work at work:

We learn a lot of rules on the playground- Share your toys and be nice. Some of them carry over to the workplace. But some of the assumptions that underline the playground don't. Bring your shovel and pail and we'll talk about the dos and don'ts, the assumptions and expectations of the spoken and unspoken rules of the workplace.

Clients Include: NHRMA, Anchorage SHRM, Blue Mountain SHRM, Columbia Basin SHRM, Mid-Willamette SHRM, Skagit Island SHRM, Seattle SHRM, South Puget Sound SHRM, West Sound SHRM, Microsoft, Boeing, Department of the Navy, University of Washington, Skagit Valley Hospital, Customer Support Service Professionals (CSSP), City of Lakewood, American Association of School Personnel, Northwest Dispute Resolution, King County Bar Association, Port of Seattle

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