



# COMMUNICATING THROUGH CONFLICT “AT A DISTANCE”

## DATE:

Friday,  
March 27, 2020  
1-3 p.m.

## LOCATION:

This training will be  
livestreamed via  
Zoom

## COST: FREE

## TO REGISTER:

[https://  
events.anr.msu.edu/  
CTC2020Webinar/](https://events.anr.msu.edu/CTC2020Webinar/)

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## PROGRAM SUMMARY:

It is especially important during a uniquely tense and uncertain time to have strong interpersonal conflict management skills. This distance learning opportunity will help participants learn self-management techniques to remain calm, listen empathetically, and work together towards collaborative solutions with others.

These skills may be helpful to use when interacting with family members, coworkers, and neighbors while social distancing during COVID-19.

Participants will:

- Achieve a deeper understanding of the causes of conflict
- Apply methods to slow a conversation and reduce stress responses
- Gain skills to create a safe environment for continued dialogue and shared understanding
- Practice active and generous listening skills to recognize interests behind strongly held positions
- Learn how to give and receive feedback clearly to reduce defensiveness
- Receive a downloadable handout with easy-to-follow steps for Communicating through Conflict.

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