



*Developing  
leaders  
for today  
and tomorrow*

**Session 2: Conflict Management and Effective Communication**

**Location:** Fox Valley Technical College  
525 S. Main St  
Clintonville, WI  
(715) 823-8324

**A BIG THANKS TO CONVERTING  
FOR SPONSORING SESSION #2**

**Date and Time:** Thursday, October 11, 2007  
8:00am – 4:45pm

**Session Objectives:**

- *Increased understanding of conflict management*
- *Increased understanding of public communication skills*
- *Increased understanding of facilitation with emphasis on nominal group technique*
- *Identification of issues for class projects*

**Agenda:**

- **8:00 to 8:15am**
  - **Welcome** - Moderator, Suzanne Wozniak
  - **Review of September session** – Mike Koles
  - **Distribute “news release”** – Mike Koles
  - **Selection of “County government” topics for December** – Mike Koles
- **8:15 to 8:30am** – Reading Material Roundtable Discussion – Ann Klemp

- **8:30 to 11:30am** (a break will be given during the time period) – **Public Presentation and Communication Skills** – Sandy Eyler, Communication Skills Instructor, Fox Valley Technical College
- **11:30am to 12:15pm Lunch** (including a 20 minute conflict management video entitled “The Abilene Paradox”)
- **12:15 to 12:30pm Leadership at Converting**  
Bill Zimmerman, Vice President of Marketing, Converting Inc.
- **12:30 to 3:15pm** (a break will be given during the time period) - **Conflict Management Fundamentals** – Mike Koles
- **3:15 to 4:30pm – Facilitation Techniques (Nominal Group Technique) and Class Project Issue Identification** - Mike Koles and Connie Abert (invited), UWEX Youth Development Educator, Waupaca County
- **4:30 to 4:45pm Concluding Remarks and Adjourn**
- **Reading Material**
  - √ Hutt, G. and R. Milligan. Resolving family and business conflicts, from “Managing conflict on the farm”.

### **OPTIONAL READING**

- √ Daniels, S.E. and G.B. Walker. (2001). Working through environmental conflict: The Collaborative Approach. “Chapter 1: Crafting Effective Policy in a Contentious and Complex World. Praeger Publishers, Westport, CT.
- **Sessions 2 and 3 Responsibilities**
  - √ Session 2 Press Release Writer – Amy Barker
  - √ Session 3 Moderator – Darrell Teall
  - √ Session 3 Reading Material Reviewer – Janice Young