



*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

**Date and Time:** Thursday, October 8, 2009  
8:00am – 4:45pm

### **Session Objectives:**

- *Increased understanding of conflict management*
- *Increased understanding of public communication skills*
- *Identification of issues for class projects*

### **Agenda:**

- **8:00 to 8:15am:**
  - **Welcome** - Moderator, Melissa Carollo
  - **Review of September session** – Mike Koles
  - **Distribute “news release”, IYL partners, etc.** – Mike Koles
  - **Selection of “County government” topics for December** – Mike Koles
- **8:15 to 8:30am: Reading Material Roundtable Discussion** – Mike Sigl
- **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** (possibly including a 20 minute conflict management video)

- **12:15 to 12:45pm: It's Your Life Interviews** (each partner has "5" minutes to present – in any fashion appropriate – their partner's life)  
Mike Sigl and Terry Johnson  
Brian Ellickson and Charlotte Olmsted

- **1:00 to 3:45pm: Conflict Management Fundamentals** – Mike Koles

An afternoon break will occur somewhere between 1:00 and 3:45pm

- **3:45 to 4:35pm: Class Project Issue Identification** - Mike Koles, UW-Extension Community Development Educator

- **4:35 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".

√ Chapter 3 "Focus on Interest not Positions" from Getting to Yes, Fischer, R., William Ury, and Roger Patton. 1991, Penguin Books.

- **Sessions 2 and 3 Responsibilities**

√ Session 2 Press Release Writer – Lynn Toole

√ Session 3 Moderator – Fawn Schultz

√ Session 3 Reading Material Reviewer –Jon Claussen