



the EXCHANGE

strategies for managing conflict in the workplace®

**Apply for a full
scholarship today**

The National Conflict Resolution Center (NCRC) presents the EXCHANGE, strategies for managing conflict in the workplace. This program provides conflict management training for businesses, managers and employees that work closely in teams, with customers or with other businesses.

The American Recovery and Reinvestment Act of 2009, in cooperation with the California Department of Community Services and Development and the County of San Diego, is funding this program in the East, South, Central, and North Central County Districts. Trainees recruited from communities in these districts participate **FREE OF CHARGE**.

The EXCHANGE trainings bring conflict management skills and strategies to the workplace by teaching an easily learned, structured process, which can effectively address and resolve the conflicts that occur everyday among employees, with other businesses, and with customers.

NCRC is recruiting trainees to learn these valuable skills and take them into the workplace. It is an ideal program for enhancing your job skills, whether employed or unemployed. If you describe yourself as:

- A go-to person for your workplace
- A key member of a team
- A leader within your organization
- A human resources or employee manager
- A customer-relations employee
- A supervisor of a group

you are encouraged to attend the two-day EXCHANGE training. This is an engaging, interactive training, led by experienced conflict resolution professionals, teaching strategies for managing conflict within the workplace. Trainees acquire communication skills and learn a specific process to address and resolve conflicts in a collaborative manner.

The EXCHANGE process can help:

- empower individuals to take responsibility both for the conflict and its solution
- resolve conflicts between parties
- decrease patterns of unproductive behavior and communication
- make business operate more smoothly and productively
- create a better sense of teamwork within an organization

Please see application which follows (normally \$795, but available at no cost to San Diego County residents)

For more information contact Rick Vogt at: (619) 238-2400 Ext: 229 or rvogt@ncrconline.com





Scholarship Application

Name: _____

Address: _____

City: _____ Zip: _____

Home Phone: _____ Cell Phone: _____

E-mail: _____

Are you currently employed? YES NO

If YES: Employer: _____

Title: _____

If NO: what is your preferred line of work? _____

Select the dates you are available for the two-day EXCHANGE training:

- Monday, January 4, & Tuesday, January 5, 2010
- Tuesday, February 2, & Wednesday, February 3, 2010
- Neither of these, please contact me when future dates are announced

Please note: The number of participants in each training is limited. A waiting list for each scheduled training will be maintained, and if a vacancy occurs, applicants will be contacted in the order their application was received.

Which languages, other than English, do you speak fluently? _____

How would you describe your role in the workplace: _____

What type of role do you feel Conflict Resolution plays in the workplace: _____

What strengths do you have that would make you a good conflict management facilitator? _____

Please return to NCRC by mail, e-mail, or fax.

625 Broadway, Suite 1221, S.D., CA 92101 or rvogt@ncrconline.com or fax 619-238-8041
