

## CONFLICT MANAGEMENT: THE NOT SO MERRY-GO-ROUND OF CONFLICT

**DATE:** Wednesday, April 15, 2015

**TIME:** 9:00 AM – 4:00 PM CDT (8:00 AM – 3:00 PM MDT)

**REGISTRATION DEADLINE:** Thursday, April 2, 2015

**DELIVERY: VIDEO CONFERENCE:** SDDOT Central Office Pierre, Aberdeen, Belle Fourche, Brookings, Custer, Huron, Mitchell, Mobridge, Murdo, Pierre Region, Rapid City, Sioux Falls, Watertown, Winner, Yankton

**SDDOT Training AFE: 71G1**

### TARGET AUDIENCE

All managers and employees who are involved in personal and professional interactions—either day to day or on specific occasions—that can involve conflict and confrontation.

### COURSE DESCRIPTION

Conflict occurs when we perceive that one or more of our values, needs and/or aspects of our identity are being challenged, threatened or undermined by another person. This identifies the cognitive, emotional, behavioral and relational dimensions of the human condition in conflict. The merry-go-round is used because conflict can be described in a circular motion such as, “I went round and round,” or “it was like being on a non-stop Ferris wheel.”

There are seven parts to the *“Not So Merry-Go-Round”* of conflict:

1. **Precipitating Action** refers to one or more incidents in which we begin to experience discordant thoughts and emotional or other responses about the other person.
2. **Trigger Point** is the specific action or words that the other person does or says, or omits to do or say, that creates negative emotions in us.
3. **Impact (internal reaction)** refers to the effect on us when the other person provokes us with specific actions or words (the trigger point).
4. **Interpretations/assumptions regarding motive or intent** refer to the act of attributing reasons to the other person for what he or she said or did (or didn't say or do) that provoked us.
5. **Boundary** refers to the limit of our tolerance for the other person's actions or words.
6. **External reaction** is what we say or do when we respond outwardly to the person who crosses our line of tolerance.
7. **Consequences** are the result and effect when we react to someone's crossing one of our boundaries.

### SPEAKER(S)



**Rick Holmberg** is a Peak Performance Coach specializing in emotional intelligence. He coaches individuals and organizations to reach their potential and achieve greatness in their performance. At 2 Levels Up Coaching, he brings his knowledge, skills, attitudes and habits that he has used with his clients to help them realize their vision in life, grow their confidence, focus on their core strengths and achieve their dreams. Rick holds degrees in

Business Administration and Theology and has completed the coaching certification program with Coach Training Alliance. He has powerful engagement skills in professional coaching synthesizes and applies his substantial experience and training to help people go from average to good, good to great.

## REGISTRATION / FEES

**Registration Information:** Registration is free. Each individual must register using the TLN Registration System:

Each individual must go to <http://tln.learnflex.net>

1. If you do not have a TLN user account, click on “New Account” in the Login area (For help click on “Guide to Creating an Account” on the right side of the page.) Fill in all of your information to create a new account, including the SDDOT location that you will attend TLN videoconferences from. After you have created your new account, you must wait until you receive a confirmation e-mail message from TLN before attempting to register for the class. This may take one full day to reach you. (If you do not have an e-mail account at work, you may enter a home e-mail address or the e-mail address of your supervisor or lead worker. E-mails about TLN courses will come to the e-mail address you specify.)
2. If you already have a TLN user account, please do not create a duplicate.
3. After you have created your account, Login using your User Name and Password.
4. When logged in, click on the “Courses/Registration” tab on the top left of the page. This tab will take you to the course calendar that defaults to your location based on your registration.
5. From the Calendar page, click on “name of course” on the date it is offered. This should take you to the course page where you will see all of the locations the course is being offered.
6. From the course page, select “More Info” for your location if you would like more information about the location of the course. Click on “Register” next to the location of your choice to register for the course.
7. A pop-up window will ask you if you are sure you want to register. If you want to register click “OK”.
8. You are now registered for the course and a copy will be sent to your email address. Don’t forget to put the course on your calendar and arrive at your video conference location on time.
9. If you have any questions or difficulties registering please contact Sue Hendrickson, TLN, 701.231.7766.

**Questions: TLN Helpdesk: 701-231-1087.** (For questions specifically related to SDDOT, please contact Virginia Ripley, SDDOT Office of Research 605.773.3292, [virginia.ripley@state.sd.us](mailto:virginia.ripley@state.sd.us) or Dave Huft at [dave.huft@state.sd.us](mailto:dave.huft@state.sd.us).)

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