HIGH CONFLICT BEHAVIOR – What Is It & What Can You Do About It
High conflict behavior creates unnecessary stress, effects team motivation and morale and negatively impacts both individual and organizational performance. This workshop will describe high conflict thinking and high conflict behavior. Participants will learn and practice the BIFF response to high conflict behavior.

October 12, Friday, 12:30 pm to 1:30 pm, HSC, Level 2, Room 101
October 31, Wednesday, 1 pm to 2 pm, Frey Hall, Room 201

COMMUNICATION TOOL KIT – I Hear You
Communication is the key to establishing and maintaining effective and meaningful relationships. If you wish to be understood, you must also seek to understand. Through discussion, exercises and videos participants will learn and practice communication techniques.

October 23, Tuesday, 12:30 pm to 1:30 pm, HSC, Level 2, Room 101
October 17, Wednesday, 1 pm to 2 pm, Frey Hall, Room 201

CHANGE & TRANSITION – Navigating New Waters
It’s not uncommon for both individuals and institutions to resist change. Change is a process. It is often associated with uncertainty, and themes of loss. Learning to cope with change and adapt to a new normal can be both challenging and rewarding.

October 30, Tuesday, 12:30 pm to 1:30 pm, HSC, Level 2, Room 201
November 7, Wednesday, 1 pm to 2 pm, Frey Hall, Room 201