



The Center for EQ-HR Training presents:

### **A Pilot Program**

#### **Emotional Intelligence and Conflict Management**

*Thursday, September 29, 2016 from 9:00 a.m. to 4:00 p.m.*

*At the Riderwood Village, Town Center Classroom, 3140 Gracefield Drive,  
Silver Spring, MD 20904: Tuition (including lunch) is \$65.00.*

*Presenters: Michael Murray and Jackie Bahn-Henkelman*

### **ABOUT THIS PILOT PROGRAM**

Several decades ago a futurist predicted that our society would move from “Broadcasting” (think three channels ABC, CBS and NBC and just a few magazines: Life, Time, Look, Saturday Evening Post, etc.) to “Narrowcasting”. His predictions have come absolutely true. How many channels do you receive or different magazines do you notice at the Barnes and Noble or maybe in your own mail box!

With “narrowcasting” we both discover and generate more and more differences in our society in terms of tastes, culture, beliefs, interests and even knowledge. And with differences comes conflict.

Many folks find it distasteful to deal with. Avoidance is their basic stance. “We don’t allow discussions of religion or politics at the Thanksgiving gathering of our family.”

However, it is possible for people to learn basic strategies and skills for dealing with differences and the conflict it sometimes generates. Indeed, with certain skills and methods it can sometimes be resolved in a “win-win” way. (It can be argued that using a strategy of “avoidance” does, in fact, produce a lose-lose result.)

This workshop will cover some of those basic strategies and skills. They are designed to help church leaders deal with differences in the congregation AND for individuals to more effectively address and resolve conflicts in the family, in the workplace and even “intra-personally”.

### **LEARNING OBJECTIVES**

Some specific learning objectives are that at the conclusion of this event participants will be able to:

1. Understand and manage the four conflicts that tend to be present in every conflict (especially the intra-personal emotional conflict.)
2. Establish “ground rules” and “norms” for how conflict will be handled in their church (or family).
3. Transform “Gripes” (complaints or frustrations) into Goals.
4. Deal appropriately and helpfully with people who are angry.
5. Get at “the issues beneath the ‘issue’” and see how it might all relate to the Gospel.
6. Use conflict to generate creativity and “newness”.
7. And, above all, to explore, understand and address constructively the connection between Emotional Intelligence and Conflict Management.

Throughout the day, we will use interactive activities, exercises, brief lectures and reflections on your own experiences to achieve these learning objectives.

## Workshop Facilitators

**REV. MIKE MURRAY**, a Presbyterian minister with 43 years of experience in conducting training events in all 50 states on such topics as Conflict Resolution, Change Management, Leadership, and Human Relations in church, non-profit, government, and corporate settings.

**JACKIE BAHN-HENKELMAN, Ph.D.**, has over 30 years experience as an Organization Development Consultant working in the US and internationally. She is one of the founding Board Members of the EQ-HR Center and has been a trainer and coach with the organization since its inception in 2007

Note: As a participant in this pilot program, we will be seeking your feedback at the conclusion. In addition to questions concerning the quality of the program, you will be asked to answer a survey related to the question of holding such a training event in congregations

There are a limited number of scholarships of \$22.50 available upon request. [Contact the Center](#) to request it. Also, feel free to forward this invitation to a ministerial colleague or two, even if they have not attended one of EQ-HR Center's Five Day Events.

Complete this registration form below or go online at [www.eqhrcenter.org](http://www.eqhrcenter.org), click on the "Emotional Intelligence and Conflict Management Pilot Program" tab under "Upcoming Events" and enter Password "Pilot".

### Participant:

### Workshop: EI and Conflict Management

Name \_\_\_\_\_ (Circle) Male Female

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

EQ-HR workshops previously attended \_\_\_\_\_

Special Dietary/Physical Needs \_\_\_\_\_

1. EQ HR Tuition: USD	\$ ____ 65.00
2. Deduct Pre-approved scholarship \$22.50	\$ ____ (22.50)
Total enclosed	\$ _____

Please make the check payable to "The Center for EQ-HR Skills".

Mail to: EQ-HR Center, c/o Laura McElroy, Bookkeeper  
7715 Dam Number 4 Road, Williamsport, MD 21795-2017

Please include this registration form with your check.