



Has the pandemic increased conflicts in your life? Orcas Island Public Library is offering a new program to help with such challenges. Adapted from a seminar, “**What Do You Say When....Conflict Management as You Interact,**” Dr. Jeanne McPherson will facilitate two, 2-hour sessions **November 9th & 11th from 9-11am at the library** on the skills you need as you engage with others. You will learn:

- 4 decision points for choosing what to say
- 3 techniques for managing conflict as you interact
- 3 techniques that encourage collaboration

Jeanne will bring the program to a close by exploring how these skills may apply differently in our pandemic environment of divisiveness. **Contact Carol** at cdapogny@orcaslibrary.org to register.