

ADR LUNCHTIME SERIES PRESENTATION

Measuring Skills that Enhance Workplace Interaction

This workshop will present the concepts used by conflict management professionals to resolve disputes in which dysfunctional interactions interfere with employees' ability to accomplish their agency's mission. The concepts have been incorporated into a scientific test whereby disputing employees can be characterized by how they express themselves in disputes with coworkers. Through understanding these categories, dispute professionals can coach disputants individually or in groups. We will discuss strategies for using these classifications to plan for successful resolution and a productive work environment. The workshop will also include suggestions on how to apply these concepts to family and community disputes.

Speaker: Dr. Peter R. Maida
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Presented by the Interagency ADR Working Group, Workplace Conflict Management Section in coordination with the Department of Energy

Date: Tuesday, November 3, 2015
Time: Noon - 1:30 pm EST *(Please allow extra time for security procedures)*
Location: U.S. Department of Energy
1000 Independence Ave, SW, Room GJ-015
(DOE Forrestal Small Auditorium)
Washington, D.C. 20585

Travel by Metro: ■ Green and ■ Yellow Line - L'Enfant Plaza station (exit to Maryland Avenue) OR ■ Orange and ■ Blue Line - Smithsonian station (exit to Holocaust Museum/Bureau of Engraving and Printing).

To attend in person, everyone, including federal employees with an HSPD-12 government ID badge, must register by email to cindy.mazur@dhs.gov and provide name, citizenship, and agency/employer by October 27, 2015. You do *not* need to register to call-in or participate online.

To join the online event and follow the presentation in real time go to: <https://usdoe.webex.com/usdoe/onstage/g.php?d=990918394&t=a> then click "Join Now" and enter **Event Password Adr1234** (it's case sensitive). Then follow the instructions to join the audio portion. To listen only via teleconference, please call 1-650-479-3208 and use access code: 990 918 394. **Please disregard the prompt for an Attendee ID by pressing # sign.** To submit questions to the speaker during the program, please use online chat or email elisabeth.bissell@fema.dhs.gov. Materials for this presentation will be posted at <http://www.adr.gov> several days before the program.