

Fixing Conflict

Course Synopsis:

Your OT role often places you in the center of the fray. This hands-on training helps you build competency in methods for managing conflict among your peers, organization, and patients in both productive and proactive ways. You will acquire new mindsets for approaching these situations and take away a broad range of professional conflict resolution techniques to support your approach.

Speaker Bio

Chris Sheesley, MA puts derailed workplace relationships back on track. Senior managers and HR professionals hire Chris when they recognize the need for an experienced, objective facilitator to transform high-stakes or seemingly impossible internal disputes into cooperation and employee efficiency. With 28 years of full-time experience, a client roster of hundreds of notable organizations and a track record of over 1,750 cases, Chris is among the most seasoned conflict management professionals on the West Coast. He has amassed over 5,000 hours of experience teaching dispute resolution and related skills grounded in his real-world experience. In one instructive case, a despairing CEO sought out Chris to address a conflict between two high-level executives. If their relationship continued to deteriorate, the CEO feared, productivity would continue to degrade, morale would implode, and the feud might become public. With so much at risk, Chris applied his five-step process to bring both managers together. He helped them craft an agreement to enhance their interactions and, significantly, improve how they viewed each other. Grateful, the CEO stopped worrying about the collapse of her executive team. Chris lives in Oregon in a 1908 farmhouse on 26 Clackamas County acres with his wife, two sons, dogs, horses, chickens, and other critters. When not fussing around on the property, he's sailing Escapade on the Columbia River, cycling or gazing via telescope at the vastness of space.

Financial Disclosures: Mr. Sheesley receives an honorarium for this course.

Nonfinancial disclosure: There are no nonfinancial disclosures.

By the end of this presentation, participants will be able to:

1. Understand why and how conflicts evolve so you can prevent those around you from spiraling out of control.
2. Identify the apparent barriers to solving discord in order to anticipate and overcome each barrier.
3. Learn core techniques to enable you to listen deeply, even when under stress.
4. Given a scenario, be able to apply key skills from the training and craft a plan to apply the training skills to your work.

This course is a novice level, with content focus in Professional Issues.

Completion of this course is recognized by the OT Oregon Licensing Board as 1 contact hour.



Please keep this course information for your records