



19210 S. Vermont Avenue, Building A, Suite 100  
Gardena, CA 90248  
Phone: (310) 538-0233  
www.irwaonline.org

## Course 213: Conflict Management

October 3, 2019  
Jupiter, FL



## Course 213: Conflict Management

### Course Description:

This course presents specific methods for reaching collaborative solutions and minimizing negative aspects of conflict while maximizing benefits of resolving conflict. During this course, participants will learn how effective conflict management can open doors to healthier workplace relationships and more productive working relationships with both property owners as well as the general public.

### Course Level:

Core

### Course Tuition Includes:

Participant Manual

### Topics:

- What is conflict?
- Nature and consequences of conflict
- The two consequences of conflict
- How to identify “crazy-makers”
- Seven common outcomes of “usual conflict”
- How processes and outcomes separate constructive from destructive controversies
- Why conflict is natural
- Determine your own conflict style — self examination
- Coping with criticism
- Managing interpersonal conflict
- Communication climate: key to conflict management

### Recommended Materials:

Successful Communication and Negotiation Textbook (separate purchase; available through IRWA’s Publication Store)

### Who Should Take This Course:

This course is designed for right of way professionals and individuals who want to better manage their roles in interpersonal conflict and to develop better relationships.

**213 Conflict Management 10.03.2019 Jupiter, FL**

Register online at [www.irwaonline.org](http://www.irwaonline.org) / Fax this entire page to IRWA HQ: (310) 538-1471

\_\_\_\_\_

Last Name First Name

\_\_\_\_\_

Title

\_\_\_\_\_

\_\_\_\_\_

Company Name

\_\_\_\_\_

Address

\_\_\_\_\_

\_\_\_\_\_

City, State, Zip/Postal Code

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Phone \_\_\_\_\_  Yes  No

Member Member ID Number

\_\_\_\_\_

Email Address

\_\_\_\_\_

If payment includes the fees for registrants other than yourself, check here:   
(Please submit names of other registrants on a separate paper along with this form)  
Will you also be attending?  Yes  No

Member Tuition	Non-Member Tuition	Total Tuition Amount
\$265.00	\$330.00	_____

Total Member Registrants: _____
Total Non-Member Registrants: _____

PRINT NAME AS IT APPEARS ON CARD: \_\_\_\_\_ 3-DIGIT CVV: \_\_\_\_\_

AMEX  MC  VISA  Card #: \_\_\_\_\_ EXP: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_ Amount to be Charged: \_\_\_\_\_

**Course 213: Conflict Management October 3, 2019 Jupiter, FL**

Sponsor: IRWA Chapter 26  
Date: October 3, 2019  
Time: 8 AM to 5 PM  
City: Jupiter, FL

**Class Location:**  
Wyndham Jupiter at Harbourside Place  
22 Soundings Ave  
Jupiter, FL 33477  
Participant Capacity: 35

**Four Ways to Register:**  
Online: [www.irwaonline.org](http://www.irwaonline.org)  
Fax: (310) 538-1471  
Phone: (310) 538-0233, x138  
Contact Course Coordinator

**Accommodations:**  
Wyndham Grand  
122 Soundings Ave  
Jupiter, FL 33477  
Phone: (561) 273-6668  
Rate: Deluxe Room - \$149.000 + tax per night  
Contact hotel directly for reservations  
Reservations must be made before September 2, 2019  
Mention IRWA Florida Education Conference

**Course Coordinator:**  
Florence Green, SR/WA, R/W-RAC  
14541 Zachary Drive South  
Jacksonville, FL 32218  
Phone: (904) 518-2127  
Email: [florence.green@hdrinc.com](mailto:florence.green@hdrinc.com)

**Course Instructor:**  
Kevin Winner, SR/WA, MBA obtained his Bachelor's Degree in Organizational Communications and Master's in Business Administration from the University of New Mexico. He is employed as a Right of Way Project Supervisor for Percheron LLC located in the Southwestern, US. Percheron LLC is a land and right of way Service Company providing a wide range of comprehensive right of way acquisition and permitting services primarily to the pipeline, power, energy, renewable, transportation, telecommunication, and governmental sectors. He has been involved in the Right of Way Industry since 1999 and has worked for both private and public utility companies negotiating property rights for telecommunications, pipelines and electric and renewable facilities. Kevin has worked on unique projects in New Mexico renewing Rights of Way on tribal and allotted lands. He has been an IRWA member for 16 years and holds the SR/WA designation as a member of Chapter 53 in Albuquerque, NM. He is also an at large member of the International Utilities Committee. Kevin is currently serving his third term as a Trustee for the Right of Way International Education Foundation.

**Cancellation Policy:** All classes scheduled by IRWA are subject to cancellation. All class registrants must contact the Course Coordinator prior to making travel arrangements, keeping in mind that the class may be cancelled at any time (for reasons including, but not limited to, insufficient registration, instructor emergencies or other issues beyond the control of the chapter and/or IRWA). Fully liquidated damages for any losses incurred by a class registrant are limited solely to a refund of the registrant's prepaid class tuition. IRWA and its chapters assume no other registrant liability resulting from class cancellation.

**Tuition Refund Policy:** Written notification of intent to cancel registration must be received via email by both the Course Coordinator and IRWA Headquarters Education Staff ([education@irwaonline.org](mailto:education@irwaonline.org)) prior to the class start date in order to be eligible for a tuition refund. A full tuition refund will be issued if notice is received 15 days or more prior to the class start date; a 75% refund will be issued if notice is received less than 15 days prior to the class start date, and no refund will be issued for notice received on or after the class start date.