

Conflict *management* Strategies

Managing conflict. Empowering people.



Carol Bowser, JD

is a dynamic, engaging presenter who empowers people to become better communicators, problemsolvers and team players.

Clients Include:

Port of Tacoma • Western Towboats
Microsoft • University of Washington
Skagit Valley Hospital • Port of Seattle
NHRMA • Various SHRM's • Pacific
Lutheran University • Hoh Tribe
King County Library System
Sound Transit

We offer hourly rates, half day and full day with discounts for multiple bookings.

We do offer discounted rates for non-profit, government and some membership organizations.

Please inquire about these rate if you think your organization may qualify.

Take Advantage of These Highly Engaging, Interactive Presentations that Prevent Costly Workplace Conflict and Empower Managers to Lead



What No One Taught You

About workplace communication, but everyone expects you to know.

1- 1.5 HOUR PRESENTATION

Using your B.R.A.I.N

Get your ideas heard when the stakes are high and time is short.

1 HOUR PRESENTATION

Respectful Workplace

How to create it.

4 HOUR TRAINING



The Secret Sauce

For workplace conflict resolution.

1- 1.5 HOUR PRESENTATION

Polarizing Conversations

and how to handle them

1 HOUR PRESENTATION

5 Simple Questions

That embody empathy, acknowledgement problem solving, organizational values and a movement to action.

1 OR 3 HOUR PRESENTATION

How to be Curious

And support a value based performance culture

1.5 HOUR PRESENTATION



Workplace Conflict Expert:

The sources of workplace conflict are as diverse as each workplace. As a close, but independent advisor to organizations, Ms. Bowser assesses the interpersonal sources of conflict, perceived lack of respect, cultural differences, clashing values among employees and departments and works with her clients to create sustainable change and high functioning workplaces.

Professional Trainer:

Ms. Bowser works with her clients to train personnel at all levels on the skills to address and navigate through workplace conflict. Her style is highly interactive, facilitative, and designed so that participants can put the skills to immediate use in the workplace. She is highly engaging, AND highly knowledgeable.

Mediator:

Ms. Bowser began her mediation career in 1994 through training at the Pierce County Center for Dispute Resolution. The training was a huge influence on her life and professional career. She has mediated hundreds of cases with particular emphasis on employment matters and working relationships and trains others in mediation skills. Ms. Bowser served as a Mediator for United States Equal Employment Opportunity Commission from 2004-2009.

Clients Include:

Microsoft • Boeing • Department of the Navy
University of Washington • West Sound SHRM
South Puget Sound SHRM • City of Lakewood
Skagit Valley Hospital • NW Dispute Resolution
King County Bar Association • Pierce Transit
City of Port Townsend • NW Seaport Alliance
Clover Park School District

Human Resources is typically the first responders to conflict and chaos in the workplace, but where do they go to get their training? Carol Bowser of Conflict Management Strategies, offers custom trainings and consultations to help sort through the mess



The Real Deal!!

No Nonsense Mediation Skill Training
Exclusively for HR Professionals:

So what is so special about mediation skills? Simple. When learned and executed the skills used by mediation professionals save time and money, helps increase employee engagement, build on diverse ideas to create dynamic solutions, build working relationships to help people get back to work.

Embarrassment, Entitlement and Power

The 3 Trolls under the bridge

Issues of Embarrassment, Entitlement, and Power are always present in employment disputes - from the employer, employee and sometimes from management. Embarrassment, Entitlement, and Power are visible in high levels of emotion, conflict that never gets resolved, poor performance, and high levels of turnover. Spend an entertaining hour with Carol Bowser and learn how to recognize each of these "trolls" and what you can do to slay them.

Rules of the Playground

Why 'Be Nice' and 'Share your toys' don't work at work
We learn a lot of rules on the playground- Share your toys and be nice. Some of them carry over to the workplace. But some of the assumptions that underline the playground don't. Bring your shovel and pail and we'll talk about the dos and don'ts, the assumptions and expectations of the spoken and unspoken rules of the workplace.

For more information and detailed descriptions of our presentations please visit our website.