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NCBI Rochester presents

CONTROVERSIAL ISSUES:

Skill sets for effective conflict resolution

Wading into controversy is something most of us avoid, especially in the workplace, on campus or within our social or faith community networks. But much can be gained in the process. The *NCBI Controversial Issues Process* provides a structured methodology that allows people on differing sides of an entrenched issue to express their concerns, to listen attentively to the other side and then to reframe the issue in a way that respectfully takes into account the concerns of both sides. Join us to explore the 6 essential skill sets that allow disputing parties to find common ground.

Date: Thursday, October 4, 2018 9 am – 12 noon

Place: Starbridge, Inc., Conference Room 118, 1650 South Avenue, Rochester, New York 14620 *Location is fully accessible.*

FEE: \$35 per person (Ask about group, student and senior rates. A limited number of scholarships have been made available through the generous support of Excellus BlueCross BlueShield.) **Please register by September 28**

Please make check payable to: **NCBI Rochester, Inc.**

Registrar: Pat Willis, 42 Menlo Place, Rochester, NY 14620

For more information contact Pat Willis at 585-313-1047 or email willis.patricia908@gmail.com

NCBI REGISTRATION FORM for “Controversial Issues” October 4, 2018

Name:

Organization:

Address:

Phone:

E-mail:

Special Requests/Accommodations:

Total Due: \$_____ Special Rate? Please indicate Group/Student/Senior/Scholarship (with prior approval)