



**Register Today!**

# 2018 FCCMA WINTER INSTITUTE LEADING THROUGH CONFLICT

February 15-16, 2018 | Holiday Inn Tampa West Shore Hotel | 700 Westshore Boulevard, Tampa, FL 33609

**Register and pay online and receive \$25 off registration**

Managers are regularly called upon to solve complex problems and resolve differences of opinions between employees, community groups, and council members. Sometimes, the Manager may even be at the heart of the conflict. Although workplace conflict is not always a bad thing, ignoring it is. Conflict can lead to organizational success if handled properly. It can spur innovation, diversity of thought and positive changes. When not managed, or when it becomes personal, conflict can erode trust, decrease productivity and become infectious. Please join us at the Winter Institute as we learn to successfully lead through conflict.

## TENTATIVE AGENDA

### Thursday, February 15, 2018

**8:15 a.m. - 9:00 a.m. Registration/Continental Breakfast**

**9:00 a.m. - 9:30 a.m. Welcome and Introductions**

**9:30 a.m. - 5:00 p.m. Managing Conflict for Successful Outcome**

As part of the Winter Institute's Leading Through Conflict training, participants will evaluate their skills related to conflict style and receive a hands-on baseline temperature read of their specific challenges. Through the use of instruction and practical local government scenarios, led by Dr. Farnaz Namin of the Center for Work Life, participants will be exposed to best practices in emotionally intelligent communication and the art and science behind conflict management. Attendees will work on collaborative problem solving and finish with specific target areas for improvement and goal setting.

*Lunch is included on Thursday.*

**5:30 p.m. - 7:00 p.m. Reception**

*Sponsored by Government Services Group and Public Resources Management Group, Inc.*

### Friday, February 16, 2018

**7:45 a.m. - 8:45 a.m. Inspirational Breakfast or Alternative Breakfast**

**9:00 p.m. - 12:00 p.m. Manager and Council Relationships - Effective Conflict Management**

This session will focus on the manager-council relationship and how to effectively resolve conflict. Led by Ron Holifield and Mike Mowery of Strategic Government Resources, participants will discuss the importance of having good governance systems in place and the characteristics of healthy governance systems that allow for effective conflict management. Through the use of the I-OPT survey instrument, which participants will complete in advance, attendees will learn how leaders can manage their own impact upon other team members and specific strategies to maximize their effectiveness, especially within the context of team dynamics.

## HOTEL INFORMATION

The host hotel is the Holiday Inn Tampa West Shore Hotel, 700 Westshore Boulevard, Tampa, FL 33609. Rooms have been blocked in the name of FCCMA. Please call (813) 289-8200 no later than Friday, January 12, 2018, to obtain your hotel room. The hotel room rate is \$139 per night.

The FCCMA Winter Institute is designed to be an intense, interactive workshop for Florida's city and county managers and assistants. The cost for the training is \$265 per person if you pay by check. Those who register and pay online will receive \$25 off the registration fee (\$240 per person). Space is limited to FCCMA 90 full members only. **Registration is not final until payment is received.** Cancellations received prior to February 5 will receive a refund; however, a \$25 administrative fee will be charged. No refunds will be given after the deadline but you may substitute other FCCMA members to fill the slot.

If paying by check, complete the registration form and mail to: FCCMA, P.O. Box 1757, Tallahassee, FL 32302.

Name/Title: \_\_\_\_\_

Organization/Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_