

VIRGINIA RURAL WATER ASSOCIATION PRESENTS

Conflict Resolution

(2.5 Management CPE's for Water / Wastewater)

**Tuesday
Dec 12, 2023**

Location:

WEBINAR

Registration Required



Quality On Tap!

2138 Sycamore Avenue

Buena Vista, VA 24416

Phone: 540-261-7178

Fax: 540-261-2465

On the web: www.vrwa.org

Description: This interactive virtual workshop is designed for utility employees who potentially face conflicts with co-workers and customers, and who want to learn techniques to effectively resolve and manage conflict. Upon completion, participants will learn:

- Causes of conflict
- Conflict Styles (self-assessment)
- Communication techniques to resolve conflict
- Positive attitude and language

PRE-REGISTRATION IS REQUIRED

Instructor: Margie Hamner, Starfish Consulting

Class Times: 10:00AM—12:30PM

Cost: \$50 VRWA Members
\$70 Non-members

To Register: The preferred method for registration is online at the VRWA website (www.vrwa.org). If an attendee does not have internet access, he or she may complete the registration form on the back of this page and fax it to the VRWA office at **540-261-2465**. For answers to questions regarding the registration process, please call the VRWA office at **540-261-7178**.

Registration Deadline: December 8, 2023

Conflict Resolution

Class Registration Form

Conflict Resolution—2.5 CPE's—Webinar—December 12, 2023

Name (as it appears on your license)

System/Organization

Mailing Address

Phone: _____ Fax: _____

E-mail Address (required): _____

Total Amount Due: \$ _____ Check Enclosed Visa Master Card

Name (as it appears on your card): _____

Credit Card Number: _____ Exp. Date: ____/____

3-digit CSV security code: _____ City/State: _____ Zip: _____

Email Address for Receipt: _____

Please make all checks out to VRWA and mail to: VRWA, 2138 Sycamore Avenue, Buena Vista, VA 24416

Cancellation Policy: Full refund less \$25.00 administration fee will be given if VRWA is notified at least 10 days prior to date of class. No refunds will be given for cancellations with less than 10 days' notice, substitutions, however, are permitted. In the event that the class is cancelled by VRWA due to low enrollment, a full refund will be issued.

If paying by check please make all checks out to
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