



Course Location:
AGC San Diego Training Center

6212 Ferris Square
San Diego, CA 92121
858-558-7444 | 858-731-8155 (Education Department)
www.agcsd.org

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Conflict and Dispute Resolution
Keys to becoming a better problem solver
One-day session

Course Description:

Construction projects force team members to face one conflict after another from start to finish. Knowing and understanding one's own conflict resolution style and how to blend it with other styles is the starting line for this session.

Using hands-on exercises, participants will engage in various conflict scenarios, consider possible outcomes and learn to align their own resolution styles for best results . . . even when dealing with complex situations or difficult people.



Learning Objectives / Outcomes

Upon completion participants will:

- know how to engage and interact with people of opposite thought and personality.
- be able to work through even complex issues toward resolution with more
- confidence.
- see the relationship of the contract to effective dispute resolution

Target Audience: Anyone desiring to refine, reinforce or discover their conflict resolution skills

Presenters: Paul Stout - Power Summit

Date: November 14, 2018

Time: 8:00am - 4:00 pm

Course Tuition: AGC Members \$225 | Non Members \$325

Registration: Online Registration Must be completed **WWW.AGCSD.ORG**

Cancellations and/or Changes Policy: Cancellation notification must be received in writing no later than three business days prior to the scheduled course date. Substitute registrants can be named at any time. A full refund - minus a 5% processing fee if paid by credit card - will be given if notification is received by AGC San Diego three business days prior to the course start date. If a cancellation is received within the three business day time frame, or if registrant(s) elects not to attend, attendee will forfeit the entire course fee. Those participants using AGC Journeyman Trust funds must adhere to the cancellation policy. If a late cancellation or NO SHOW occurs the participating COMPANY and not the AGC Apprenticeship Trust is liable for the tuition.

Payment: Payment can be made online by credit card or PayPal. Master Card, Visa, Discover and American Express are accepted. Checks to be made payable to AGC San Diego. Invoice option is only available for AGC San Diego Chapter members. Full course payment must accompany each registration for all attendees at least seven days prior to the course start date. Contact Inna Alizade in Accounting for payment confirmations, refunds or receipts. inna@agcsd.org