

SELECTED EDUCATIONAL PRESENTATIONS
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Basic Conflict Management Techniques

Conflict is a natural aspect of our interactions as humans. We all encounter conflict, and our ability to negotiate through disharmony can enhance the productivity and cohesiveness of our relationships. Conflict can provide opportunities to assess the status quo and mutually create avenues to improve our lives at work and at home. This seminar introduces basic conflict management concepts to assist the participant build communication skills that can strengthen his or her personal and workplace relationships. Presented by Kevin Coonrod, Auburn University Ombudsperson. 60-minute seminar.

Teamwork: Building Results Collaboratively and Amicably

This seminar, based in large part on *The Five Dysfunctions of a Team* by Patrick Lencioni and *The Speed of Trust*, by Stephen M.R. Covey, examines the importance trust, empowered communication, and accountability have towards a positive group dynamic. Participants will learn how character and competence contribute to the creation and maintenance of trust, as well as techniques to interact with others to build strong, productive teammate relationships and organizational results. Presented by Kevin Coonrod, Auburn University Ombudsperson. 75-minute seminar.

The Art & Productive Capacity of Active Listening

Skillful listening techniques encourage a speaker to safely and openly tell his or her story, without fear of judgment by an empathic listener. A talented active listener can thus open and engage in meaningful and productive conversations with colleagues, employees, supervisors, professors, students, friends, and family members. The participant in this seminar will learn and practice fundamental mediation techniques such as restating, reflecting, and reframing a person's words, meanings and feelings back to the speaker, and acknowledging and validating their importance to that person. Further, the seminar will introduce the concept of underlying interests and their role in understanding the root of conflict. This seminar is a companion presentation to *Identifying Underlying Interests: Tips from Nature, History and the Cinema*. Presented by Kevin Coonrod, Auburn University Ombudsperson. 90-minute workshop.

Understanding Bullying and Mobbing

Acts of bullying and mobbing are unfortunately prolific within the academic community. Both insidiously destroy morale and productivity within an organization, sometimes with disastrous consequences. Each manifests itself, however, by different characteristics. In this interactive presentation, you will learn to recognize inappropriate, abrasive conduct, the toll it takes on the individual and the institution, and how to cope with, confront and curtail abusive behavior in the workplace and classroom. Presented by Kevin Coonrod, Auburn University Ombudsperson. 90-minute seminar/3-hour workshop.