



LEADERSHIP INSTITUTE SEMINAR SERIES



Navigate and Negotiate Conflict

On-demand

Presented by *Ann O'Sullivan, MSN, RN, CNE, NE-BC, ANEF
Assistant Dean of Student Services Blessing-Rieman College of
Nursing*

Panel *Irma Tyler-Wood Principal Ki Thoughtbridge;
Lori J. Abrams, Ph.D. Carlson School of Management at the
University of Minnesota; and Ann O'Sullivan, MSN, RN, CNE,
NE-BC, ANEF Assistant Dean of Student Services Blessing-Rieman
College of Nursing*

Description:

Develop an effective style of conflict management through skillful confrontation and strategic negotiation.

After completing this webinar, you will be able to:

During this 75-minute seminar, you will learn how to effectively navigate and negotiate conflict that can improve your personal and professional life.

Speaker Ann O'Sullivan walks you through managing the difficult scenarios that you face on a daily basis, and panelist Irma Tyler-Wood shares her advice as a world-renowned expert in conflict negotiation.

CE Learning Objectives:

- Define conflict, debunk myths about conflict, and identify sources of conflict.
- Describe the detrimental effects of silence on workplace safety, quality and teamwork.
- Identify styles of conflict management and apply strategies to engage and manage conflict.

Presenter Biography:

Ann O'Sullivan has spent the last 24 years at Blessing-Rieman College of Nursing in Quincy, IL, serving as the Assistant Dean of Student Services for the last 10 years. She holds a baccalaureate and masters degree in nursing from Northern Illinois University.

Ann is a member of the American Nurses Association (ANA) and has held numerous leadership positions with the ANA, ANA-IL, IONL, STTI, Illinois State Board of Health, and is a fellow of the Academy of Nursing Education (inducted September, 20, 2013).