

# CONFLICT MANAGEMENT

INCREASE  
the positive



DECREASE  
the negative

**Are you having a dispute with your neighbor?**

**Having a disagreement with a loved one?**

**Or maybe you need to have a tough conversation and  
don't know where to begin?**

If so, this seminar is for you! This hour long training will focus on the mediation process and include experiential activities to build positive conflict management skills.

We will discuss the impact of community mediation and participate in an hands-on activity to express our thoughts effectively and practice reflective listening skills.

**May 23rd, 5:00pm-6:00pm**

**Havre de Grace Housing Authority**

**101 Stansbury Ct., Havre de Grace Maryland**

**21078**

**410-939-2097**