

Conflict Management: How to Prevent, Contain, and Resolve

Conflict doesn't have to be a bad thing. Many creative solutions have been a result of differing opinions. If a team agrees 100% of the time, then someone is hiding something. This session introduces the signs and effects of conflict and presents strategies on how to turn what may feel like a negative situation, into a neutral (or possibly a positive) situation. Participants will be exposed to the Third Side concept of conflict resolution and the different roles and contributions parties bring to the situation. The Third Side is an outcome of the Global Negotiation Project at Harvard University.

Speaker: Lisa Moretto

Lisa is the President of RGI International, Inc. with offices in Winnipeg, MB and Rochester, NY. She has 20 years experience teaching business and technical communication courses for government agencies, private corporations, consulting firms and professional societies. Her courses consistently receive positive reviews. She is an engaging and interactive presenter and a frequent invited speaker at international conferences.

She has experience as an Information Developer for IBM in the US and as a Learning Products Engineer for Hewlett-Packard in the UK. Lisa holds a BS in Technical Communication from Clarkson University, Potsdam, New York, and an MS in User Interface Design from the London (England) Guildhall University. She has co-authored four books with Ron Blicq: *Get to the Point!*, *Guidelines for Report Writing*, and *Technically Write!* with Prentice Hall, and *Writing Reports to Get Results* with the IEEE Press.

Lisa is an adjunct professor at the Rochester Institute for Technology, where she teaches Technical Writing, Business Communication, and Effective Technical Communication. She is the Immediate Past President of the Rochester Engineering Society and contributes a monthly article to the RES Magazine. She is an active member of the Society for Technical Communication and the IEEE Professional Communication Society.

She has presented to various industries and organizations throughout Manitoba including Manitoba Hydro, Cangene, Richardson International, Health Canada, Cargill, APEGM, MTS/Allstream, and several engineering firms including Genivar, KGS Acres, and Tetra Tech/Wardrop.