



19210 S. Vermont Avenue, Building A, Suite 100
Gardena, CA 90248
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www.irwaonline.org

Course 213: Conflict Management

May 24, 2022
Golden Valley, MN



Course 213: Conflict Management

Course Description:

This course presents specific methods for reaching collaborative solutions and minimizing negative aspects of conflict while maximizing benefits of resolving conflict. During this course, participants will learn how effective conflict management can open doors to healthier workplace relationships and more productive working relationships with both property owners as well as the general public.

Course Level:

Core

Course Tuition Includes:

Participant Manual

Topics:

- What is conflict?
- Nature and consequences of conflict
- The two consequences of conflict
- How to identify “crazy-makers”
- Seven common outcomes of “usual conflict”
- How processes and outcomes separate constructive from destructive controversies
- Why conflict is natural
- Determine your own conflict style — self examination
- Coping with criticism
- Managing interpersonal conflict
- Communication climate: key to conflict management

Recommended Materials:

Successful Communication and Negotiation Textbook (separate purchase; available through IRWA’s Publication Store)

Who Should Take This Course:

This course is designed for right of way professionals and individuals who want to better manage their roles in interpersonal conflict and to develop better relationships.

213 Conflict Management

Register online at www.irwaonline.org / Fax this entire page to IRWA HQ: (310) 538-1471

Last Name First Name

Title

Company Name

Address

City, State, Zip/Postal Code

(____)____-____ Yes No _____
Phone Member Member ID Number

Email Address

	Registration Deadlines	IRWA Member Tuition	Non-Member Tuition	Total Tuition Amount
On and Before:	May 16, 2022	\$265.00	\$330.00	_____
On and After:	May 17, 2022	\$290.00	\$355.00	_____

PRINT NAME AS IT APPEARS ON CARD: _____ 3-DIGIT CVV: _____

AMEX MC VISA Card #: _____ EXP: _____

SIGNATURE: _____ Date: _____ Amount to be Charged: _____

Course 213: Conflict Management May 24, 2022 Golden Valley, MN

Sponsor: IRWA Chapter 20
Date: May 24, 2022
Time: 8AM to 5 PM
City: Golden Valley, MN

Four Ways to Register:
Online: www.irwaonline.org
Fax: (310) 538-1471
Phone: (310) 538-0233, x124
Contact Course Coordinator

Class Location:
WSB University
701 Xenia Ave S, Suite 300
Golden Valley, MN 55416
Participant Capacity: 100

Course Coordinator:
Shawn Zepper, RWA
540 Gateway Blvd
Burnsville, MN 55337
Phone: (612) 247-4524
Email: szepper@wsbeng.com

Hotel Accommodations:
Participants are responsible for their own accommodations.

Course Instructor:
Penny Rolf – SR/WA, R/W-RAC, R/W-NAC is a CLIMB Certified Instructor in multiple 200 and 500 series courses and has been a member of the IRWA since 2006. She is the Director of Right of Way at WSB in Minneapolis, MN. Penny has 26 years of experience in real estate with the past 19 years exclusively devoted to providing acquisition and relocation services. She has provided commercial relocations ranging from small offices to large industrial factories for counties and cities in Minnesota and North Dakota as well as the Metropolitan Council, MnDOT and WisDOT. Penny holds a Broker’s license in Minnesota, North Dakota and South Dakota.

Cancellation Policy: All classes scheduled by IRWA are subject to cancellation. All class registrants must contact the Course Coordinator prior to making travel arrangements, keeping in mind that the class may be cancelled at any time (for reasons including, but not limited to, insufficient registration, Instructor emergencies or other issues beyond the control of the chapter and/or IRWA). Fully liquidated damages for any losses incurred by a class registrant are limited solely to a refund of the registrant’s prepaid class tuition. IRWA and its chapters assume no other registrant liability resulting from class cancellation.

Tuition Refund Policy: Written notification of intent to cancel registration must be received via email by both the Course Coordinator and IRWA Headquarters Education Staff (education@irwaonline.org) prior to the class start date in order to be eligible for a tuition refund. A full tuition refund will be issued if notice is received 15 days or more prior to the class start date; a 75% refund will be issued if notice is received less than 15 days prior to the class start date, and no refund will be issued for notice received on or after the class start date.