



## **Greater Orlando Organization Development Network Meeting**

### **Best Practices on Managing Conflict**

**Friday, November 12 - 8:30am-12:30pm  
At Webster University's South Orlando Campus**

#### **Presenters:**

**Barbara Yoli**

Founder and Principal, Change Results Consulting  
and Senior Consulting Associate, Psychological Associates

**AND**

**Wendy Grauer**

Organization Development, Walt Disney World Co.  
and President, Greater Orlando Organization Development Network

#### **Objectives:**

- Understand the causes of conflict and how to handle critical conversations
- Understand the strengths and vulnerabilities of your preferred conflict management style
- Focus on what you really want for yourself and others in conflict situations
- Explore your role as a consultant in managing conflict
- Build trust with clients, partners, and peers while achieving your goals

**Directions:** See map below

# GOOD Network Meeting

November 12, 2004

8:30-12:30

Hosted at Webster  
University  
South Orlando Campus



Represents the intersection of International ("I") Drive and Central Florida Parkway. From any approach, move west on Central Florida Parkway 1 mile, turn right on Westwood Blvd. (North), pass the Renaissance Resort on your right and move into the left lane. Turn left into the Westwood Office Center from either of the left hand turns (these are 1 block apart). Once you enter the plaza, turn left and straight ahead you will see a building that sits on a point. This is the Webster University building 6750 Forum Drive, Suite 300. The phone number is 407-345-1139.

