



Rutgers University Center for Government Services  
in cooperation with the  
Municipal Clerks Association of New Jersey  
and the  
International Institute of Municipal Clerks



Rutgers University Center for Government Services  
Spring 2024 Continuing Education Session

### **Beyond Fight or Flight - Conflict resolution from the inside out**

How much time do we waste thinking about, avoiding or worrying about conflict and what does that do to your work environment? Conflict does not generally go away unless you actively manage it. The conversations are not always easy, but getting a resolution feels good, especially if you both walk away satisfied. In the workshop, we will explore how to have productive conversations and provide you with a framework where you can be successful in winning a resolution.

MC-4048-SP24-1  
Hard Rock Hotel & Conference Center  
Tuesday, April 23, 2024  
9:00am-3:00pm  
Facilitator: Dana Lynn Bernstein, PCC, PMP  
Registration Fee: \$120  
\*Lunch is on your own\*

#### **Facilitator Biography**

##### **Dana Lynn Bernstein, PCC, PMP - Conflict Resolution Coach**

- My diverse background, voracious explorer, and life-long learner gave me a unique mix of skills. My focus in my work is on the "human connections," and it all starts with connecting with yourself first. My objective as a conflict resolution coach is to be a space for my clients to re-align with their values and operate as their best self as they manage conflict.
- My other passion is to organize chaos. I have a lot of experience with that in my personal life as I am a wife, mother, and manage our family-run animal hospital. My jobs have been in pharma, a non-profit, and in a university. I earned my PCC, MA in dispute resolution, am a Certified Meeting Professional (CMP) and a Project Management Professional (PMP). I work at Rutgers as a project manager.
- Giving back is important to me. I volunteer for Girl Scouts, am a court mediator, and am co-director of Chapter Programs ICFNJ. For fun, I earned my 2nd degree black belt in MMA and have an advanced brown belt in Goju Ryu, so if I cannot solve conflict one way, I have options. :-)
- My book "It's the Thought that Counts" will be published in 2024.

#### **Registration Information:**

Registration Details are available online at <https://cgs.rutgers.edu/programs/municipal-clerks>. Attendees must submit their registration form with check or PO to reserve a space. Registration ends at 5pm on 4/17.

#### **Withdrawal:**

Participants who wish to cancel their registration may do so up to two business days prior to the event. Participants must submit their notice of withdrawal in writing to the Center for Government Services to receive a refund of the registration fee less a \$25 processing charge.

**Continuing Education Credits:** 2.5 CMC/MMC points with completed assessment; RMC credits pending

#### **Session Learning Objectives:**

It starts with YOU!

- You must know yourself and your objectives to operate as your best self and manage conflict effectively.

#### **Embrace Conflict**

- Don't be afraid! Identify why something is a conflict, learn how to manage it constructively, and start thinking about "IT" as empowering!

#### **Communicate with Confidence**

- Receive practical tips to pre-think/frame yourself; create a safe environment for everyone involved and learn how to build it back if it all goes south.

#### **Principled Negotiation**

- Apply strategies to focus on winning a resolution. Identify your preferred style(s) in influencing others to manage the conflict.