



2020 ANNUAL CONFERENCE
LEADERSHIP WORKSHOP – CONFLICT MANAGEMENT 301
FEBRUARY 12, 1 – 5PM

Time	Topic	Objective(s)
1 – 1:30pm	Introduction Alison Dobbie, MD <ul style="list-style-type: none"> ▪ Presenters ▪ Overview of agenda Review Conflict Management 201 Jeff Borkan MD, PhD Tell us what you'd like to learn today	
1:30 – 2:15pm	Conflict: An Exploration Peter Catinella, MD, MPH <i>25 minutes</i> Group table discussions <i>15 minutes</i> Large group share out - one quick example of something learned they can apply at their Department <i>5 minutes</i>	Participants will be able to: <ol style="list-style-type: none"> 1. Define conflict 2. List sources of conflict in academic departments 3. Describe their own style of conflict management
2:15 – 2:20pm	<i>Transition to next topic</i>	
2:20 – 2:50pm	Principle-Based Negotiation Alison Dobbie, MD <i>10 minutes</i> One or Two case-based table discussions (up to 8 people) <i>15 minutes</i> Share out - one quick example of something learned that can be applied at your Department <i>5 minutes</i>	Participants will be able to: <ul style="list-style-type: none"> • Define the principles behind “principle-based negotiation” • Practice principle-based negotiation using case studies • Apply principle-based negotiation techniques in their home settings

2:50 – 2:55pm	<i>Transition to next topic</i>	
2:55 – 3:25pm	Crucial Conversations Jennifer Leiser, MD <i>10 minutes</i> One or Two case-based table discussions (up to 8 people) <i>15 minutes</i> Share out - one quick example of something learned that can be applied at your Department <i>5 minutes</i>	
3:25 – 3:45pm	Break	Snacks, Beverages
3:45 – 4:45pm	Tools for Mediation Jeff Borkan, MD, PhD, and Grant Greenberg, MD, MHSA, MA Introduction: 25minutes Case-based triad role-play <i>25 minutes</i> Share out - one quick example of something learned that can be applied at your Department <i>10 minutes</i>	Participants will be able to: <ul style="list-style-type: none"> • Learn basic tools and principles regarding conflict mediation • Apply these tools to a case that you are experiencing or might experience • Take these tools back with you for application to your department.
4:45 – 5pm	Questions / Close	