



Partnership and Community  
Collaboration Academy

## CALM THE WATERS

### Conflict Management and Principled Negotiation

Have you ever been situations that require difficult conversations?

Do you struggle to find solutions when there are conflicting needs and expectations?

Join us for a 9-hour live, online training that will empower you to navigate challenging conversations and negotiate solutions that benefit everyone involved.



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#### Learn how to:

- ✓ **Confront Issues Early:** Gain the confidence to address difficult conversations head-on and resolve issues before they escalate.
- ✓ **Understand Your Conflict Style:** Identify your typical conflict-handling approach and learn to adopt more effective strategies for a variety of circumstances.
- ✓ **Enhance Communication Skills:** Refresh and practice essential communication skills to effectively manage sticky situations.
- ✓ **Apply Principled Negotiation Techniques:** Master the steps of principled negotiation to find common ground based on underlying needs and interests.
- ✓ **Network with Peers:** Learn and connect with fellow participants to share experiences and strategies. Expand your network to support partnerships



[Susan Goodwin](#)  
Facilitator, Mediator & Trainer  
*Good Solutions, LLC*



[Anne Desmarais](#), Director  
*Partnership and Community  
Collaboration Academy*

## TRAINING FAST FACTS

- 3 Webinars: T/W/TH, 3-hour sessions
- Aug 5-7, 2025; 1:00 – 4:00 PM EDT
- Tuition Fee: \$600
- Open to All
- Contact: [info@partnership-academy.net](mailto:info@partnership-academy.net)