

Conflict is a normal and necessary part of healthy relationships. Therefore, learning how to deal with conflict—rather than avoiding it—is crucial. When conflict is mismanaged, it can harm the relationship. But when handled in a respectful and positive way, conflict provides an opportunity for growth, ultimately strengthening the bond between people. By learning the skills you need for successful conflict resolution, you can face disagreements with confidence and keep your personal and professional relationships strong and growing.

**Fargo: “Why Do People Engage in Difficult Behaviors?”**

The emphasis will be on *The Four Fundamental Ways of Defining Conflict and the Methods for Changing Difficult Behaviors*. Rick will share with us the coaching skills and strategies that have produced behavioral changes in self-awareness, self-management, social awareness and relationship management in his clients and have helped them elevate and sustain their performance.

Presenter: **Rick Holmberg, CPC, 2 Levels Up Coaching**

**Bismarck: “Conflict Resolution”**

The skills and tips you’ll get at this workshop will help you to gain more cooperation from others, strengthen workplace relationships, enjoy your job more, be more productive, decrease your stress, and earn the respect of everyone you work with.

Presenter: **Melanie Heitkamp, Executive Director, Youthworks of North Dakota**

## Agenda

5 p.m.	Registration
5:30-6:30 p.m.	Social/Dinner
6:30-7:30 p.m.	Program
7:30 p.m.	Adjourn

*Dress: Casual/Comfortable*

*Please note all times indicated are “central time.”*

## ESAND Regional Meetings

### Registration

*Please indicate which meeting you will be attending*

- April 10, 2012 — Fargo
- April 11, 2012 — Bismarck

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- \$25 REGISTRATION ENCLOSED  
(includes meal)

Deadline to register:

Fargo—April 5

Bismarck—April 9

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Name

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Position

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School

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Address

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School Phone

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Make checks payable to **ESAND** and mail to:

ESAND

121 E Rosser Avenue

Bismarck, ND 58501



## Presenters

**Rick Holmberg** is a Certified Professional Coach. His company, 2 Levels Up Coaching, has been helping individuals and organizations since 1998. He is a member of and recognized by: the International Coach Federation, Center for Coaching Excellence, International Association of Coaching, Association for Professional Executive Coaching, Professional Coaches Mentors and Advisors and the International Coaching Council. Rick has degrees in Business Administration and Theology. Rick has been married for 37 years, has two children and four grandchildren.

**Melanie Heitkamp** is the Executive Director of Youthworks and has been with Youthworks since 1987. She is a Licensed Clinical Social Worker (LCSW), has her Master's Degree from UND, has received Certification in Conflict Resolution, Community Intervention Support Groups and the Philadelphia Child Guidance Institute Structural Family Therapy. Melanie has extensive experience in family therapy, individual counseling and group work.

Fargo—April 10  
Expressway Suites—Dakota Room  
4303 17th Avenue S

Bismarck-April 11  
Ramkota Hotel—Governor's Room  
800 S 3rd Street

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### Educational Secretaries Association of North Dakota

A Division of NDCEL

121 E Rosser Avenue  
Bismarck, ND 58501

Phone: 701-258-3022

Email: [Mavis.Christianson@ndcel.org](mailto:Mavis.Christianson@ndcel.org)

### Educational Secretaries Association of North Dakota

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## Difficult People & Conflict Resolution

April 10, 2012—Fargo  
Expressway Suites  
Dakota Room

April 11, 2012-Bismarck  
Ramkota Hotel  
Governor's Room

