



**Monday, May 6, 2019**

**9:30 am** Registration  
**10:00 am** How to Develop and Retain Talented People  
**12 noon** Lunch on site  
**1:00 pm** How to Prevent Unproductive Conflict and Resolve Natural Conflict Productively  
**5:00 pm** Dinner on Site

**\$90.00** for conference, meals and lodging for one night

**\$160** for conference, meals, and lodging for two nights

**\$40.00** for Monday conference only

**Tuesday, May 7, 2019**

**8:00 am** Breakfast on site  
**8:45 am** **NAF Meeting**

**Nurse Administrator's Forum Presents ....**

**How to Develop and Retain Talented People and How to Prevent Unproductive Conflict and Resolve Natural Conflict Productively**



**Dr. Michael Dunphy**

**Monday, May 6 and Tuesday, May 7, 2019**

**Location: MacMullen Conference Center Higgins Lake**

Make check payable to: Nurse Administrator's Forum

Return this form by **April 21, 2019** to: Anne Young, DHD#10, 521 Cobb St., Cadillac, MI 49601  
You may include a check or pay at the door.

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Lodging:** Sunday & Monday \_\_\_\_\_ Monday only \_\_\_\_\_ No lodging needed \_\_\_\_\_

I will be attending: Conference and NAF Meeting \_\_\_\_\_ Monday ONLY: \_\_\_\_\_

Amount Enclosed \_\_\_\_\_



**Dr. Michael Dunphy is a professional speaker, educator and leadership coach.**

- Since 2000, Dr. Dunphy has completed over 600 professional training programs for businesses, organizations and universities across America. Having earned three college degrees, including a Ph.D. in Biochemistry, Dr. Dunphy has been involved in leadership roles throughout his university career and is currently serving as Dean of the School of Arts and Sciences at Walsh University.
- Dr. Dunphy is also the CEO of two successful business and has coached men and women in leadership skills in companies and organizations as diverse as Pfizer, Disney, American Express, NovoNordisk, WIC, Cardinal Health, University of Notre Dame and many, many others.
- Highly trained in Situational Leadership, Emotional Intelligence, Conflict Prevention and Resolution and Building High Performance Teams, Dr. Dunphy is one of the most “in demand” professionals in leadership training and executive coaching. He is also highly skilled in martial tactical training, having 40 years of experience in close-quarter combat skills and practical application of martial principles to leadership.
- In addition, Dr. Dunphy has published two books, numerous articles on leadership and many peer-reviewed publications in biochemistry. As a professional educator, Dr. Dunphy is well-versed in the current best-practices in the neurobiology of learning and his programs are all highly interactive, practical and filled with immediately useful knowledge and skills.



**How to Develop and Retain Talented People**

- ⇒ There is a strong body of research indicating that one of the most serious challenges facing modern organizations is “talent bleed”. Companies and organizations will spend considerable time and money to recruit and train talented people only to lose them to competition or they just quit.
- ⇒ The most significant factor in talent bleed is the relationship developed between an employee and his/her direct manager. It does not matter if the organization is in the clinical, pharmaceutical, financial, manufacturing, transportation or any other sector of the economy, the skills deployed on a daily basis by managers of people can make the difference between having a dysfunctional or a high-performance culture.
- ⇒ This program will introduce practical tactics, key operating parameters and a functional model to allow any manager to substantially improve the way they work with people who report to them. Recruiting, developing and retaining talented employees enables organizations to thrive regardless of the challenges in the market.
- ⇒ This program will be fun, engaging and very practical.



**How to Prevent Unproductive Conflict and Resolve Natural Conflict Productively**

- ⇒ It is critical for managers to learn how to minimize and/or prevent unproductive conflict and to be able to resolve all conflicts productively as quickly as reasonable possible.
- ⇒ Conflicts will occur for many reasons in all organizations. Inter-personal conflicts often comprise the majority, but other conflicts can also manifest and must be managed.
- ⇒ Unproductive conflicts usually emerge as a result of low emotional intelligence behaviors, inappropriate assumptions, dysfunctional habits and unresolved “shadow” issues related to employees or managers.
- ⇒ Great managers always operate with high emotional intelligence and do everything in their power to prevent unproductive conflict from manifesting.
- ⇒ In this program, you will learn specific tactics to use immediately to help prevent unproductive conflicts with your direct reports and in your organizational culture.
- ⇒ In addition, we will use the Thomas Kilmann modes inventory to identify your reflexive conflict management mode(s) and learn tactics to do “mode shifting” and conflict management sequencing to help you bring any conflict to a productive resolution.