

## **Workplace Communication: Enhancing Collaboration, Motivation and Negotiation**

*Wednesday, December 17, 2014, 2:00 p.m. EST*

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Christine V. Walters, MAS, JD, SPHR, is a human resources consultant and author who speaks regularly at industry events focused on HR legal practices and emerging issues.

Christine has been engaged as an expert witness for the defense, presented at conferences across the country, and testified before U.S. Congressional and state legislative committees and federal administrative agencies. Christine has been interviewed and quoted in a variety of media, including television, radio, and print. In March 2011, her first book, "From Hello to Goodbye: Proactive Tips for Maintaining Positive Employee Relations" was published by the Society for Human Resource Management.

After working nearly 10 years in HR administration, Christine started FiveL Company in 1998 as a part-time practice while working full time at the Johns Hopkins University as program director and interim department chair. She discontinued FiveL Company when she joined the law firm of Saul Ewing LLP in 2000, but she restarted the practice when she ventured out on her own to provide full-time human resources and employment law consulting in September 2002.

Christine served as an adjunct faculty member of the Johns Hopkins University from 1999 until 2006, teaching graduate-, undergraduate-, and certification-level courses.

Christine demonstrates her commitment to supporting and advancing the needs and interests of the business community and the HR profession by currently serving in a number of volunteer leadership roles.

Christine is licensed to practice law in Maryland.

### **Session Description:**

No workplace is without its interpersonal, intra-team, and interdepartmental human conflicts. While there are clear advantages to conflict, it is generally perceived as something we would rather not have in the workplace. This webinar has been developed to provide strategies and tools for enhancing workplace communication and managing conflict successfully. Join this interactive program as we consider:

- Recognizing differences;
- Perception and its impact on communication;
- Factors impacting working relationships; and
- Effective negotiation and conflict management practices.



**Learning Objectives:**

- Name and describe at least two effective negotiation/conflict management practices;
- Distinguish between power and influence, describing how each may impact working relationships; and
- Consider ways to provide employees with control through appropriate empowerment.

**Top Three Session Ideas**

*Tools or tips you learned from this session and can apply back at the office.*



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2. \_\_\_\_\_

3. \_\_\_\_\_