

# Inescapable Realities in Public Health - Conflict and Collaboration: Building Competency

Satellite Conference and Live Webcast

Friday, October 20, 2006 • 12:00-1:30 p.m. (Central Time)

1:00-2:30 p.m. (Eastern) • 11:00 a.m.-12:30 p.m. (Mountain) • 10:00-11:30 a.m. (Pacific)

**H**ave you ever found yourself in a conflict, either professional or personal, with no idea how to get out of it without simply surrendering or fighting back? Just how is it that conflict seems to arise so often? With all the attention that “win-win” approaches get these days, is collaboration always the best way to resolve differences? Is there an element that is common to both collaborating with partners and resolving differences with them?

This session will include a discussion of conflict, conflict resolution, and collaboration, and how they are all tightly related. Conflict is all around us, in all aspects of our lives. It seems to be inherent in our culture and perhaps in just being human. While it's easy to create conflict, resolving it often defies our abilities. And yet there are some basic principles one can apply in both preventing conflict and in contributing positively to its resolution once conflict arises. This session will provide a very innovative look at conflict, why it arises, and what we can do to resolve it. We will also discuss collaboration, how it represents ONE approach to conflict resolution, and why it is an essential competency in public health practice.

## Faculty:

### **Casey Milne**

Founder and Principal  
Milne & Associates, LLC

### **Tom Milne**

Principal  
Milne & Associates, LLC

## Conference Details:

Target Audience: State or local public health workers, nurses, physicians/clinicians, business/community/civic leaders, environmental health professionals, health educators, laboratory professionals, law enforcement, occupational/industrial professionals, planners, policy makers/analysts, students (MPH and other graduate/post graduate).

Registration: [www.adph.org/alphntn](http://www.adph.org/alphntn)

Contact Hours: None for this program

Satellite Technical Information: Ku & C bands

Webcast Access: On the day of the program, go to: [www.adph.org/alphntn](http://www.adph.org/alphntn) and click on the “view webcast” link. RealPlayer is required.

Conference Materials: There will be no PowerPoint presentation for this program, however an evaluation form will be posted on the ADPH website approximately 5 days before the program.

Questions: If you have questions about any of these conference details, call 334-206-5618 or email: [alphntn@adph.state.al.us](mailto:alphntn@adph.state.al.us)

## Program Objectives:

1. Describe the common connection between collaboration and conflict resolution.
2. Describe how acting out of what we know can create conflict or deter collaboration.
3. Identify multiple communications issues that support collaboration and conflict resolution.
4. Identify when collaboration is appropriate for use in resolving conflict, and when it is not.
5. Identify other options for use in resolving conflict and when to use them.
6. Describe how collaboration is integral to the emerging paradigm for public health practice.
7. Be able to discuss several resources to assist with both collaboration and conflict resolution.



The South Central Public Health Training Center is a partnership of the state health departments in Alabama, Arkansas, Louisiana and Mississippi and the Schools of Public Health at UAB and Tulane University with funding from the Health Resources and Services Administration, DHSS.