Department Chair Leadership Forum

Managing Conflict and Especially Difficult Personalities

Tuesday, April 8, 2014
12:00 – 2:00pm
Toepfer Room, Adelbert Hall

AGENDA

12:00 - 12:10  Welcome and Introduction  
W.A. “Bud” Baeslack III, Provost and Executive Vice President

Diana Bilimoria, KeyBank Professor and Chair of Organizational Behavior

12:10 – 2:00  Managing Conflict and Especially Difficult Personalities  
- The nature of academic conflict.
- Role and competencies for effectively managing conflict.
- Five types of difficult personalities.
- Case study discussions.

Mary Lou Higgerson, Vice President for Academic Affairs Emeritus, Baldwin Wallace University