

**CASE WESTERN RESERVE UNIVERSITY
EAST CLEVELAND PUBLIC SCHOOL DISTRICT
PROVOST SCHOLARS
Intensive University Seminar
Session Nineteen – Spring 2016
Thursday, March 24, 2016, 2:30pm-5:00pm
Guilford House, 11112 Bellflower Road, Cleveland, OH 44106**

Purpose

The Provost Scholars will learn conflict management techniques to diffuse tension in group and team settings, and how to effectively manage disagreements to achieve better and more positive outcomes.

Presenter Biography



Ms. Shirley Mosley joined the Division of Student Affairs in 2015 and serves as the Associate Dean of Students and Special Assistant to the Vice President of Student Affairs. Prior to working in Student Affairs, she served as the Department Assistant and Equal, Employment, and Opportunity (EEO) and Diversity Specialist in the Office of Inclusion, Diversity and Equal Opportunity at Case Western Reserve University. She transferred to the Department of Human Resources in 2009 and served in multiple roles as Employee Relations Specialist, Training Analyst, Training Manager and Director of Organizational Development and Learning. Since December 2011, she has been the Interim Director of Organizational Development Learning (ODL). Prior to arriving at Case Western Reserve University (CWRU), Ms. Mosley served as a Social Worker and Case Manager for Jewish Family Services Association. She also served in a number of administrative roles at Cleveland State University and is a certified trainer of Managing Workplace Conflict, an Executive Coach and has an Emotional Social Competency Inventory Accreditation. Ms. Mosley received her

Master's degrees in Psychology and Social Work, and her bachelor's degree in Urban Studies from Cleveland State University. For more information about Ms. Mosley, please visit: <http://www.case.edu/its/caps-program/meet-our-team/>.

Objectives

The Provost Scholars will...

- 1) Implement the process of limiting the negative aspects of conflict while enhancing the positive benefits of positive resolution
- 2) Discuss the benefits of using more effective behaviors to decrease conflict and tension in group or team settings

Agenda

2:30 p.m. – 2:40 p.m.: Hors d'oeuvres will be served
2:40 p.m. – 3:30 p.m.: Tutoring Hour
3:30 p.m. – 3:45 p.m.: Brief Intermission
3:45 p.m. – 4:45 p.m.: Seminar speaker, Ms. Shirley Mosley
4:45 p.m. – 5:00 p.m.: Wrap up and Questions

Faculty & Staff

- Dr. Faye Gary, Professor
- Katrice Williams, Master's Student, Program Manager
- Haruna Suleman, Master's Student, Program Assistant
- CWRU Undergraduate Tutors

Guest

- Ms. Shirley Mosley

Word of the Week: Resolution. **What does it mean?** The act of solving a problem, dispute or contentious matter.

Concierge and Matre'D

- Provost Scholars Randi Kyle and Destiny Deskin