

### Q1. Professional Development Narratives – North Central Region

Subject Area #5: Communication & Interpersonal Skills

This topic includes any training relating to interpersonal communication, emotional intelligence, and writing. This includes but is not limited to topics related to communication during conflict, difficult conversations, communicating across differences, active listening and adapting to various communication styles. Writing topics could include writing basics such as the writing process, style, audience, organization, and mechanics for various genres of writing. This is inclusive of both nonacademic writing and communicating science to the public and academic writing, research and academic honesty. (Note: This is a broad topic that overlaps with other areas; when in doubt, please just add the training.)

Q2. Which state do you represent?

- Illinois
- Indiana
- Iowa
- Kansas
- Michigan
- Minnesota
- Missouri
- Nebraska
- North Dakota
- Ohio
- South Dakota
- Wisconsin
- Other:

Q3. Please provide your name.

First Name	<input type="text" value="Steve"/>
Last Name	<input type="text" value="McKinley"/>

Q4. Please provide your email address

Q5. Provide a brief description of the professional development program that addresses Communication & Interpersonal Skills. [Less than 250 words.]

\*If you do not offer training on Communication & Interpersonal Skills, please state that here, and return the survey.

Managing Conflict Effectively provides tips on responding to and resolving conflicts between two or more individuals or groups. It includes completion of the Thomas-Kilman Instrument, helping participants better understand how they typically respond in a conflict situation. A discussion of some conflict scenarios is held in small groups, then reported back to the full group for further conversation. A similar presentation is included in the Purdue Extension New Educator Orientation session.

Q6. Please provide a title (or short one-sentence description) that can be used to identify the training.

Managing Conflict Effectively

Q7. Describe the intended audience for this training (e.g., is it part of on-boarding for all Extension staff, does it focus on staff with a certain level of experience, is it for specific program areas, are their elements designed for unique aspect of community/county-based educators versus state specialists, etc.). [Less than 100 words.]

Extension staff (including any roles), adult volunteers, open to any program area

Q8. What are the core skills this training will instill in the audience? [Less than 250 words, and bulleted examples are encouraged.]

Describe characteristics of conflict. Identify typical responses when needs are violated. Distinguish among three stages of conflict. Define the five conflict handling modes discussed in the Thomas-Kilman Instrument. Review various conflict management resources. Demonstrate methods to effectively resolve conflict situations.

Q9. Please check ALL key words that apply to this professional development opportunity.

- communication skills (personal/educator)
- communication skills (delivery programs)
- conflict (management/resolution)
- digital program delivery
- digital learning principles
- Diversity, Equity, Inclusion (DEI)
- evaluation
- facilitation
- goal setting
- leadership
- marketing

- mentorship
- needs assessments
- onboarding (included in general onboarding)
- orientation to CES (included in general onboarding)
- partners
- risk management
- reaching new audiences
- teaching skills/techniques
- volunteers (in delivering programs and teaching roles)
- volunteer (overall management and coordination)
- volunteer - systems
- other: [explain]

Q10. How is this training offered? [Check all that apply]

- Face-to-face / in person
- Live/interactive zoom/webinar (internet based, time-fixed, with the instructor)
- Asynchronous learning
- Other: Please describe:

Q11. Is this training open to other states/institutions?

- No
- Yes - How do other states/institutions access the training and describe any permissions that need to be obtained to utilize this training:

Q12. Is there a registration/tuition/fee to participants?

- No (please continue the survey)

Yes - Please describe the cost per person and if there are differences for out-of-state participants.

Q13. Provide a website for additional information, if applicable.

NA

Q14. Provide a name and contact information of someone who can answer questions about this training.

Steve McKinley, 765-494-8489

**Location Data**

**Location:** [\(40.4444, -86.9256\)](#)

**Source:** GeolIP Estimation

