



NEWS RELEASE
North Olympic Library System
2210 South Peabody Street
Port Angeles, WA 98362

FOR IMMEDIATE RELEASE

Date: August 28, 2018
Contact: Leslie Briggance, Library Services Specialist
360.417.8500 x7739; LBriggance@nols.org
Re: Conflict Resolution presented by Laura O'Neal
Attached: *Laura O'Neal.jpg*

Are you the “go-to” person friends and family turn to? Do you wish you had more skill to communicate with coworkers or customers? Do you manage others, work with the public, teach, or train others? Conflict is normal and unavoidable, but can be managed effectively in a healthy way with the right tools. On Tuesday, September 11 at 6pm, Laura O'Neal will present on conflict resolution at the Port Angeles Main Library. O'Neal will provide real-world tools for use at home, work, or in the community.

This presentation will include a short test about conflict styles, discussion on the elements that make up conflict, and real-world tools to resolve conflict. These tools are invaluable whether at work, home, or community - after all, no two people will ever agree on everything!

About the Presenter

Laura O'Neal has over 25 years' experience teaching communications, business start-up, non-profit Board/Staff training, and many basic and advanced mediation and conflict resolution subjects. Laura has been a certified mediator for 15 years -mediating family, business, and victim/offender cases. She also teaches a 40-hour Basic Mediation Class, Advanced Family Mediation, Communication Skills and Conflict Resolution Skills for the Workplace and Guided Listening classes. Laura is an executive coach working with managers and owners in the areas of

leadership, accountability and communication, and also works with individuals and couples who are stuck and can't see a path forward.

The Port Angeles Main Library is located at 2210 South Peabody Street in Port Angeles. To learn more about this program, visit www.nols.org and select "Events," or contact the library by calling 360.417.8500 or sending an email to discover@nols.org.



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