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MARCH 9, 2021

WEBINAR

“Managing Conflict Through De-Escalation: A Deeper Dive”

Presenter: Joe Wolf, Wicklander-Zulawski

The CGA Enterprise Risk Protection Committee is pleased to host a three-hour webinar that builds on the highly popular “de-escalation tactics” presentation by the prestigious firm of **WICKLANDER-ZULAWSKI** at the 2020 CGA Strategic Conference.

In light of the unique challenges created by COVID-19, this highly informative webinar will provide the knowledge, skills, and abilities to formulate plans and take effective measures to minimize conflicts and resolve disputes before they escalate.



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SPECIAL REGISTRATION PRICING

CGA has secured special webinar pricing. Pay \$50 per person (up to four attendees); or \$250 per company. To register, complete the accompanying registration form and return to CGA. **Webinar log-in information will be e-mailed attendees once the form is received.**

REGISTER TODAY

9 a.m. – 12 p.m.

Topics to be addressed:

- Causes of Catastrophic Outcomes
- Applying the Recovery Mindset
- Seeking Better Outcomes – What Does Success Look Like?
- Fundamentals of Conflict Resolution

Open to all CGA-member company employees

For more information, contact Dave Heylen at dhgiants@gmail.com or call (916) 273-2420.





“Managing Conflict Through De-Escalation: A Deeper Dive Webinar”

March 9, 2021

9:00 a.m. – 12:00 p.m.

registration form

REGISTRATION INFORMATION: (Complete a registration form for each attendee)

Name _____

Title _____

Company _____

Cell _____

E-mail _____

PAYMENT INFORMATION

Registration Fee: Individual \$50 CGA-member company: \$250

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Email the completed registration to Beth Wright at bwright@cagrocers.com,

or fax to (916) 448- 2793. Questions? Contact Dave Heylen at dhqiants@gmail.com, or call
(916) 273-2420.