

# Join Us In Savannah!



# SECURE *group*

May 18 & 19, 2023 | Savannah, GA

## Effectively Dealing with Conflict

What is SECURE? CSCNetwork's SECURE Group is an opportunity for members to build relationships, stay abreast of service management trends, and gain insight into critical industry challenges — all while enjoying destinations that change throughout the year!

### Resolving Conflict

In conflict, there is never a lack of 'solutions', but there is always a lack of 'understanding'. Conflict is necessary for growth and development and pushes us beyond our comfort zone. In this interactive session, you will learn and experience these takeaways:

- 1) Learn the origins, learned patterns of behavior, and the three responses to conflict
- 2) Review and practice the four conflict resolution processes
- 3) Learn and practice a six step process to resolve 'interest' based conflict

### Managing RSR's Roundtable

Enjoy a facilitated discussion focusing on various aspects of employee management. We will touch on many topics, including (but not limited to): communication issues, teamwork, accountability, transition from coworker to manager, and more!



### About the Presenter

John Horton | Corporate Energy

John Horton is a gifted motivational speaker with over 35 years of corporate experience. He facilitates classes and delivers keynotes on many topics for groups and companies worldwide. Before starting Corporate Energy, LLC, John Horton was the Corporate Education Sales Leader for Milliken & Company, headquartered in Spartanburg, SC. He has held positions in Accounting and

Finance, Plant Manager, Business Controller, Marketing Manager, and International Sales Manager. He has developed, designed, and implemented educational training programs focusing on the people skills that provide leverage for success. John graduated from Clemson University and received his MBA from the University of North Carolina at Chapel Hill. He is one of the first facilitators to be certified by Franklin Covey, Inc. to do "The Seven Habits of Highly Effective People" and "The 4 Roles of Leadership". These seminar themes and principles resonate in all of John's workshops, keynotes, and consulting. He seeks first to understand his audience, and then connects with humor, engagement, energy, and of course - takeaways.

## Register Today!

<https://tinyurl.com/securemay23>

**Event Contact:**

Lexie Baker

[Lexie@networkcsc.com](mailto:Lexie@networkcsc.com)

# SECURE Group Meeting Agenda | Savannah, GA

Wednesday, May 17<sup>th</sup>

5:00 PM - 6:00 PM **Networking Social**

Thursday, May 18<sup>th</sup>

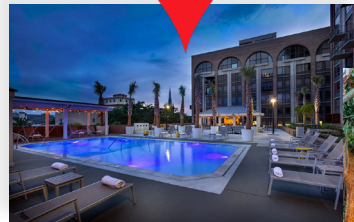
7:30 AM - 8:00 AM **Breakfast**  
8:00 AM - 12:00 PM **John Horton | Effectively Dealing with Conflict**  
12:00 PM - 1:00 PM **Lunch**  
1:00 PM - 2:00 PM **John Horton | Effectively Dealing with Conflict**  
2:15 PM - 4:00 PM **Managing RSR's Roundtable**  
6:00 PM - 8:00 PM **Group Dinner**

Friday, May 19<sup>th</sup>

8:00 AM - 8:30 AM **Breakfast**  
8:30 AM - 11:00 AM **Sharing of Best Ideas & Critical Issues**

## Bring Your Best Employee Management Idea!

- A Best Idea is a proven concept or process that has been implemented in your company. A Best Idea usually has created a financial impact on your Company's bottom line, or has had a positive impact on employee morale/satisfaction.
- Utilize this group as your consultant to help brainstorm or discuss any current issue that you are facing within your company.



DeSoto Savannah | CSC Room Rate: \$219  
Book by April 17, 2023  
Book Online at <https://tinyurl.com/may23securehotel>  
Group rate is offered 3 days pre and post meeting, depending on availability at the time you make your reservation. **If you plan to stay the weekend, please make your reservation ASAP.**

Register by April 17

<https://tinyurl.com/securemay23>

Email:  
[lisa@networkcsc.com](mailto:lisa@networkcsc.com)