



“Dr. Edwards was excellent and very informative. I can use this to discuss difficult situations.”

Dr. Edwards is the Associate Director of Research in the Eastin Center for Career Readiness, Joe Synar Chair and Associate Professor of Management in the Spears School of Business at Oklahoma State University. Dr. Edwards specializes in human resources, performance management, communication, conflict resolution, organizational training and development, research methodology and statistical methods.

Dr. Edwards has a Ph.D. in Industrial/Organizational Psychology from Texas A&M University.

He has consulted for numerous public and private organizations on projects related to job analyses and test development for selection and training assessment, online employee engagement and attitude survey, conflict resolution, group dynamics to foster inclusiveness in teams and organizational change and development programs aimed at improving employee relations, attitudes, performance and customer service.

EFFECTIVELY MANAGE CONFRONTATIONS THROUGH... ACCOUNTABILITY

Prevent confrontation with accountability

- Make a clear connection between action and consequences
- Hold anyone and everyone accountable
- Creatively help others avoid excuses
- Seek face-to-face accountability

DISCUSSIONS

Master performance discussions

- Achieve positive results
- Maintain good relations
- Explain specific consequences and permanently resolve problems
- Address gaps between expectations and performance

- Learn a step-by-step process for resolving confrontations
- Make improvements in individual, team and organizational results
- Become confident when dealing with confrontations
- Develop effective leadership skills
- Improve the quality of your life, relationships and organization

PRESENTATIONS INCLUDE:

- Oklahoma Department of Mental Health and Substance Abuse Services
- Oklahoma Health Care Authority
- Oklahoma State Department of Health

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