

Ready to Transform Your Life?
APPLY TODAY FOR THE READY4WORK PROGRAM

OFFICIAL NEWSLETTER · JUNE 2019

REGINALD'S SUCCESS STORY

Reginald was born and raised in the Tampa area with ten siblings and is a father of seven. After receiving a criminal charge and not following his probation, he found himself behind bars. While incarcerated, he prayed for one more opportunity. Luckily, Reginald heard about Ready4Work-Hillsborough on a newsletter posted in the dorms of the correctional facility, and enrolled after his release. In the program, he learned about establishing credit and nailing an interview, but he also learned to just be himself and let everything fall into place. Ready4Work-Hillsborough helped him positively set the foundation of his future. After graduation, he successfully found a job as an ambassador at Tampa Downtown Partnership. Through connections made in this job, he was able to start up his own business, Jamaican Me Clean. To anyone considering Ready4Work-Hillsborough, Reginald suggests coming with a positive and open mind, and be ready to change and learn. Reginald wants everyone to take advantage of everything offered in the program, as it can walk you through the steps to becoming a positive role model.



“ Don't be afraid to do the right thing. ”

CAREER DEVELOPMENT LESSON

CONFLICT RESOLUTION

"Peace is not the absence of conflict, but the ability to cope with it."
MAHATMA GANDHI

Conflict: A struggle, resulting from opposing NEEDS. Therefore, if you satisfy the NEEDS, the conflict goes away.

Resolution Process:

1. Determine an appropriate time and place to discuss the issue (just you and the other person).
2. Always start the discussion with something positive.
3. Discuss only ONE issue. (avoid bringing up other issues not related to what's at hand).
4. During the discussion, use "I" statements. (i.e. I get upset when *THIS* happens.)
5. Remove ALL negative emotions during the discussion.
6. State your need, clearly and calmly.

Avoid these obstacles to resolving conflict:

- **Failure to Communicate** - The Silent treatment does not work.
- **Failure to Listen** - Be willing to listen to the other person.
- **Distrust** - Without some level of trust, no conflict can be resolved.
- **Denial of Facts** - Embrace truth; even uncomfortable facts.
- **Failure to give opponents respect** - Disagreement does NOT give you license to disrespect.

"Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen."
WINSTON CHURCHILL

