

The Messenger

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November 2025



A WOMAN-OWNED
SMALL BUSINESS

A Letter from Kim

Whenever people are in the same office, conflicts are bound to happen eventually. It's rare for people to always see eye to eye. When differences of opinion occur, it is important to handle the situation quickly and without any hard feelings.

There is a positive side to conflict. Having conflict within an organization allows frustrating situations to be discussed, prevents bad events from escalating, and helps resolve misunderstandings. Conflict pushes people to find effective ways to communicate differences, pursue common goals, and reach consensus. It encourages everyone to consider all points of view and then adopt the best ideas from each. Conflict improves the quality of decisions. If workers are permitted to disagree, they are more likely to seek solutions that satisfy everyone's objectives. Through constructive conflict, employees can express their emotions, which helps prevent feelings about unresolved issues from becoming barriers. Managed conflict fosters participation. When staff members feel they can openly and constructively disagree, they are more inclined to participate in discussions. (Eric Verzuh, *The Portable MBA in Project Management*)

The Positive Side to Conflict

According to John R. Schermerhorn in his book *Organizational Behavior*, there are five ways to manage conflict.

Avoidance

During avoidance, everyone pretends that the conflict does not exist. They hope it will resolve itself without their acknowledgment. This is seen as a lose-lose situation because the issue is never resolved.

Accommodation and Smoothing

Employees minimize the conflict, acting as if it's less serious than it truly is. This leads to a superficial sense of harmony within the group. This is also seen as a lose-lose situation because it ignores the real problem.

Compromise

With compromise, each party sacrifices something of value to reach an agreement. While this may seem like a positive way to resolve conflict, it is ultimately a lose-lose situation because no one gets what they want.

The Positive Side to Conflict

Competition and Authoritative Command

This conflict management style aims for victory through force, skill, or domination. It relies on formal authority to impose a solution. This is a win-lose situation because only one side achieves the desired result. It does not address the underlying issue, and similar conflicts are likely to happen again.

Collaboration and Problem Solving

The final conflict management style is the only one seen as a win-win situation. Both sides recognize that something is wrong and needs fixing, and they rely on facts (not emotions) to solve it. Since all issues are openly discussed, both sides can agree on a solution.

When it is time to address the conflict, a five-step problem-solving model can be beneficial.

1. Define the Problem - Make sure everyone involved understands what the issue is.
2. Analyze Possible Causes - Identify the root of the problem. You can't find the solution until you understand what needs to be changed.
3. Identify Possible Solutions - Brainstorm all possible solutions to the problem. Make sure everyone agrees with the solution and is committed to putting in the necessary effort to make it work.
4. Develop an Action Plan - Outline everything required to address the problem properly. Make the plan as comprehensive as necessary to ensure the solution is executed exactly as discussed.
5. Evaluation - Don't assume the problem is solved just because the action plan is in place. Keep a close watch on the situation for a while to make sure all issues are truly addressed and not merely hidden away. Address conflicts immediately when they arise to prevent headaches and bad feelings among your staff.

(The Miller Consulting Group, Team Management)

Whenever a conflict is resolved, someone often needs to apologize to another person for something they said or did. While admitting you're wrong is never easy, it is necessary to keep a healthy group dynamic. When apologizing, stay focused on the issue and avoid blaming others. Explain what you did wrong, why it was wrong, and assure them it won't happen again.

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June 1-4, 2026	Live, Virtual PMP®
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December 7-10, 2026	Live, Virtual PMP®

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PMP® EXAM PREP CLASSES

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Truth

Proverbs 17:27

Whoever restrains his words has knowledge, and he who has a cool spirit is a man of understanding.

Proverbs 19:11

Good sense makes one slow to anger, and it is his glory to overlook an offense.

The thing I hate about an argument is that it always interrupts a discussion.
G.K. Chesterton (1874-1936)

We want to recognize students who have successfully passed the PMP® Exam.

What is your favorite food & movie?

Pizza and Breakfast at Tiffany's or Braveheart

What was the best thing about the PMP® Exam Prep Boot Camp?

I was pleasantly surprised by the PMP® Exam Boot Camp.

1. My instructor, Keith Mathias made the material easy to digest, he challenged us to study hard and provided encouragement that we could do this! He also kept us engaged through the entire week.

How do you think the PMP® Certification will help your career?

My manager has already acknowledged how proud he is of me completing the PMP® Exam Prep Boot Camp and passing my PMP® Certification Exam. He found this very impressive and plans to start cross-training me in more project management career paths.

What are your favorite hobbies?

I love to cook, sing opera, spend time with my family & friends, and complete DIY projects

What was the most challenging thing about the Boot Camp?

The most challenging part of the boot camp was feeling overwhelmed by the vast amount of material to learn.

Keith provided a roadmap on next steps and how to succeed, which helped tremendously. My advice is to follow everything Keith tells you to do. :)

Please write a recommendation about our class.

I highly recommend taking the PMP® Exam Prep Boot Camp. My advice is to follow the roadmap the instructor gives you on next steps, how to study, etc. I wouldn't have passed the PMP® Certification Exam without taking this class.

Fun - Thanksgiving Jokes

Q: If money really did grow on trees, what would be everyone's favorite season?

A: Fall.

Q: Who helps the little pumpkins cross the road to school?

A: The Crossing Gourd.

Q: What do you get when you divide the circumference of your jack-o-lantern by its diameter?

A: Pumpkin Pi.

Q: I'm tall when I'm young, I'm short when I'm old, and every Halloween I stand up inside Jack O Lanterns. What am I?

A: A candle.

Q: What do you use to mend a jack-o-lantern?

A: A pumpkin patch.

Q: What do you get when you drop a pumpkin?

A: Squash.

Q: What happened when the turkey got in a fight?

A: He got the stuffing knocked out of him.

Q: What did one leaf say to another?

A: I'm falling for you.

Q: Why do birds fly south in the Fall?

A: Because it's too far to walk.



<http://www.allprodad.com/15-fall-riddles-and-jokes-for-kids/>



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