

To: Jackson, Ryan[jackson.ryan@epa.gov]
From: Chris McCloskey
Sent: Wed 8/9/2017 3:28:42 PM
Subject: How Federal Leaders Manage Conflict

Hi Ryan Jackson,

During times of uncertainty, it's especially important to maintain civility and professionalism in the workplace. Federal workers are feeling unprecedented pressure, and it's up to leaders at every level to identify and handle sources of conflict.

You may be interested in a Tips Guide based on lessons from one of our Live Online courses: *Managing Conflict in the Workplace*. With it, you'll explore:

- How to listen without filters
- 4 conflict response styles and how to manage your own
- An approach to diffusing tense situations
- How to develop a win-win for all parties

[Download the Conflict Resolution Guide](#)

We want to help you build your legacy by making your agency more effective. If you'd like to chat about how Dale Carnegie learning solutions can help, please don't hesitate to reach out to us.

Looking forward to connecting with you!

Chris McCloskey
Director of Government Solutions
(301) 621-4161

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To: Jackson, Ryan[jackson.ryan@epa.gov]
From: Mat Lapinski
Sent: Mon 10/16/2017 9:13:35 PM
Subject: Meeting request on behalf of HollyFrontier

RJ,

Sorry to bug you, but wasn't sure who was handling the Administrator's scheduling.

George Damaris from HollyFrontier has asked me to try to get some time on Administrator Pruitt's schedule for late October or early November.

He'd like to follow up on their conversation earlier this year on RFS.

We are happy to work around the Administrator's schedule should he have some time.

Please don't hesitate to have your staff contact me with questions or if you need additional information.

Thank you for your review and consideration.

Best,
Mat

Mathew P. Lapinski
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