



New York State Dispute Resolution Association

“Designing Effective Conflict Management Programs”

Friday, November 16, 2007

Adams Mark, Buffalo, NY

Program ID # **ORG-PROGRAM-20620**



This program has been approved for 6.0 recertification credit hours toward PHR, SPHR and GPHR recertification through the Human Resource Certification Institute (HRCI).

For more information about certification or recertification, please visit the HRCI homepage at www.hrci.org.

Buffalo Niagara Human Resource Association

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