

AGENDA

BRINGING CIVILITY
TO VERBAL CONFLICT

OCT
19
2023

Columbia Metropolitan Convention Center
1101 Lincoln Street, Columbia, S.C.

9 - 9:30 a.m.

Registration & Continental
Breakfast

9:30 - 9:45 a.m.

Welcome & Purpose
*MASC Executive Director Todd Glover &
Board President Barbara Blain-Bellamy*

*SCSBA Executive Director Scott Price &
Board President Gail Hughes*

9:45 - 10:45 a.m.

Retired Police Chief Harry Dolan
*Public service professionals learn time-
tested communication skills proven to help
de-escalate volatile situations, safeguard
fellow team members' emotional and
professional well-being and significantly
enhance an organization's professional
image.*

10:45 - 11 a.m.

Refreshment Break

11 a.m. - noon

Chief Dolan

Noon - 12:45 p.m.

Buffet Lunch

12:45 - 2:15 p.m.

Chief Dolan

2:15 - 2:30 p.m.

Refreshment Break

2:30 - 4 p.m.

Chief Dolan

4 p.m.

Closing Remarks