



***“Peace is not the absence of conflict, it is the ability to handle conflict by peaceful means.”*** -Former President of the United States

- Does “unproductive” disagreement prevent you from excelling?
- Are certain team-members’ behaviors ignored?
- How does your conflict style *fuel the fire*?
- Do you avoid conflict at all costs?

## **Conflict Resolution Workshop**

*Turning conflict into productive disagreement*

Conflict is present in every facet of life, including business. Whether working on a team, or as an individual contributor, your career is impacted by *your ability to handle conflict effectively* while interacting with internal and external customers. This workshop is designed to enhance the skills and empowerment of participants in handling disagreement productively.

*Topics Covered:*

- **Comfort Zone**
- **Exploring Definition of Conflict**
- **Conflict Styles Model & self-assessment**
- **Intention vs. Impact**
- **Straight Talk**
- **Communication Model & Ladder of Inference**
- **Conflict Resolution Model and role-plays**

This interactive program includes thought-provoking exercises, activities, and role-plays. Each program is *customized* to fit your organization - designed to explore topics through *deep learning* and *experiential models*, and maximize long-term take-aways.

As participants determine their conflict tendencies, the impact on their careers, and their goals regarding productive disagreement - *shifts in thinking* begin to occur. *Shifts in thinking* motivate *shifts in behavior*, producing a healthier, more productive business environment.

***We believe business advances by engaging in straight talk.***



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