

CONFLICT RESOLUTION--- A MAP

"The worst thing you can do is procrastinate or ignore conflict. If you do, there is always an inherent danger and liability.

Address the issue, find out what's going on, be supportive and help them work through it!"

Jim Sawyers
Head of Security
Children's Hospital

Interviewed on my
Compassionate Leadership
CD – Available at
PeaceEnforcement.com

Conflict in the workplace costs organizations MILLIONS of dollars annually. From lawsuits to decreased productivity, high employee turnover, client disgruntlement and decreased revenue.

It doesn't need to be that way. How about a training that helps your organization AND helps the people you serve?

During this highly interactive and effective training participants will learn the underlying motives behind conflict. You will learn effective and proven tools to manage and work through conflict, help others and understand what conflict is. You'll be able to stay detached and problem solve... effectively

This customized training will help you:

- Resolve internal staff conflict
- Deal with difficult employees
- Learn a common and easy language
- To "critique" nicely
- Increase productivity
- Retain employees
- Resolve client / staff conflict

"I learned to not allow problems to escalate and how to use positive tools to deal with them."

"I learned how to prepare for conflict and be more comfortable with it."

"I learned to be aware of my emotional state and to think about what my anger triggers are."

Training Participants
Conflict Resolution – A Map
Manager Training
Seattle, WA - 2008

Topics Include:

- Why people get into conflicts and why they escalate
- Anger and it's role in conflict
- Concrete and useful tools to resolve conflict in a healthy way -no matter who is involved - be it employees, kids, families or clients.
- Identifying the early signs of conflict
- The three different types of conflict
- The key negative drivers involved in most conflicts
- Communication skills to clarify and uncover misunderstandings
- How to resolve conflict in a healthy way, discover needs and help people get along
- How to avoid getting caught up in useless arguments

"The entire training was beneficial and far exceeded my expectations!"

Stephanie Doty
VP of Development and Marketing