

# WORKING EFFECTIVELY WITH CONFLICT

Conflict is unavoidable; in fact, it's a necessity if you want innovation, employee commitment, and exceptional results. Without conflict you can't have meaningful debate, won't come up with the best solutions, and certainly can't get the best out of your people. Leaders who can harness conflict and view it as a productive course of business, are able to achieve a real competitive advantage.

This session will give you a greater understanding of why conflict happens, as well as how to diagnose the causes and teach participants how to skillfully address it using a proven approach and methodology.

## WHAT YOU WILL LEARN

### Mindsets:

- Reactions That Are Natural and Necessary
- Understanding the Fight – Flight – Freeze Response

### Skillsets:

- Managing Your Own Emotion
- Collaborative Approach to Resolve Conflict

## HOW YOU WILL LEARN

- Practice Concepts and Skills Using Real-Life Situations
- Provide and Receive Feedback
- Practice to Form New Habits

## PROGRAM IMPACT

- Recognizing the sources of conflict, why it is happening, and determine how to best work through it to achieve long-term results.
- Practicing new skills and approaches using real-life situations they currently are facing.
- Receiving coaching on their practices so they make marked improvements and feel more confident before leaving the session.
- Creating and committing to a plan to put their skills to use back in the workplace.



“Very helpful strategies for more effectively working with the very natural reactions we all have. I am aware of how to reduce those impacts based on my reactions and words.”