

Conflict Prevention, Utilization & Resolution Skills

This workshop is designed to increase the participants' awareness of the sources of conflict, how to recognize when conflict is developing and some proven strategies for effectively using, preventing or resolving conflict situations for better relationships and greater good.

Audience:

Managers, supervisors, and employees who wish to strengthen their ability to communicate with others more effectively. Group size: from 8 to 24 people. This course is ideal for greater communication consistency within entire departments or even company-wide training.

Proven Objectives and Content

- Identify the sources of conflict that most affect you
- Recall a past conflict situation and learn from your success or failure in handling it
- Assess your most often used style of responding or reacting to conflict situations
- Learn five commonly used approaches to dealing with conflict and their advantages and disadvantages
- Discover useful guidelines for better responding to conflict/ upsetting situations
- Practice a proven four-step process for effectively responding to future high tension/high intensity conflicts

Participant benefits:

- Inviting better responses and results from coworkers and customers
- Approaches for greater communication confidence, clarity and consistency
- Options for improving one and two-way communication and trust
- Helpful practices to use beyond the workshop
- Relationship motivators assessment and mutual respect enhancement reminders
- Proven formats for enhancing departmental or organizational information sharing

Tangible results:

This practical training has been popular with many of our clients for nearly 15 years. It is highly interactive, provides effective approaches for everyday use and it invites noticeable improvements in workplace relationships, trust and teamwork. Several clients have had us run this course a few times a year to train employees that are part of a team or who have regular customer contact.

Accountability & Measurement

This single-day workshop includes a simple, in-class self-assessment and real-world reminders to accelerate and reinforce application after the training. Optional reinforcing training modules can help boost sustainability and daily practice by more of your people.

Program delivery Includes:

- Interactive on-site workshop and useful reference workbook
- In session Individual personal communication improvement plan
- Professionally facilitated hands-on practice
- Executive summary of all participant feedback with suggested next steps

Great Returns on your Skill-Building Investment!

Contact us for greater savings when combining multiple training services.

Target Growth Areas:

- Tension reducing Interpersonal skills
- Productive confrontation practices
- Shared understanding & teamwork
- Self-knowledge & Self-Management
- Relationship improvement tools
- Communication options/choices
- Options for high intensity conflict
- Greater cooperation/team trust

*"Conflict in itself isn't bad – it's what you do with or how you handle it -that makes it bad or good
-From the workshop materials*

*"You can't shake hands with a clenched fist."
-Indira Gandhi*

When asked: "would you recommend this workshop to others?" Out of the last 10 workshops we conducted, 100% of attendees said "YES".

When asked to Who or why? Some of the many participant comments were:

- *All of our company!*
- *Good for every organization.*
- *Gives some very realistic and life situations for communication.*
- *Everyone has room for improvement.*
- *To all Supervisors.*
- *Co-workers, so they can be better listeners.*
- *Others in my group and my boss.*
- *Colleagues I work closely with.*
- *Co-workers – we all can use some help in communicating with others.*
- *All engineers to better communicate with customers.*
- *Other co-workers.*
- *Working level leaders in the company.*
- *The whole company.*

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