



Diversification is an important part of today's workforce. Everyone provides unique and valuable perspectives on a situation, often more than one answer will prove to be valid – but seldom can both solutions be applied – resulting in unavoidable CONFLICT. This course was designed to demonstrate an environment that nourishes creative expressions, even encourages some conflicts on the journey to discover the most mature decision. Too often ideas are lost when people fail to communicate for fear of creating conflict or seem uncooperative, but everyone has valid opinions concerning any given event, problem or situation. Creative solutions are a result of bringing together diverse views and perspectives towards a common goal. Participants will learn to negotiate conflict in a productive manner, shift focus from “problem” to “solution,” manage interactions with “difficult” personalities, communicate respectfully, and improve relationships.

Topics include:

- Conflict drives change and change is good
- Creating a productive environment for conflict to exist
- Identify the four responses to conflict
- Initiate and negotiate conflict productively
- Transforming conflict into an opportunity
- Shift focus from “problem” to “solution”
- Create new solutions that work
- Positively managing interactions with “difficult personalities”
- Being assertive, without being aggressive

Course consists of:

- Small and large group discussions
- Listening exercises
- Role playing by facilitator and every participant

Organizational Benefits

- Increased innovation and creativity
- Respectful communication
- Improved relationships
- Improved team effectiveness
- **Improved MORALE**

If you would like more information, or a complete quote, for having this course delivered in your organization, please contact us!

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