

*In-House
Workshops*

*Licensing
Programs*

*Public
Workshops*

*Personal
Coaching*

*Written
Communication*

*Oral
Presentations*

*Interpersonal
Skills*

*Personal
Productivity*

*Course
Development*

Books

Audios

Videos

Multimedia

Software

Resolving Conflict Without Punching Someone Out

Conflict can result from excellent work or poor work, from good intentions or misrepresented intentions, from appropriate or inappropriate behavior. When the inevitable conflict surfaces, you need to know how to identify and deal with it so that it doesn't drain your energy and sabotage your effectiveness. This 4-hour workshop will provide both insights and techniques to help the participant learn to use positive choices to deal with conflict.

Key Objectives

- Identifying resolvable and unresolvable conflicts
- Resolving conflict in difficult situations
- Phrasing conflict statements
- Dealing with difficult people
- Giving and accepting constructive feedback
- Apologizing and accepting apologies

Who Should Attend

Managers and general professionals

Materials/Texts

Participants will receive copies of *Communicate with Confidence®! How to Say It Right the First Time and Every Time* (McGraw-Hill) by Dianna Booher.

Class Size

15-20 participants