

Preventing and Dissolving Conflict™

overview

Preventing and Dissolving Conflict™ is an interactive program that provides your team members with multiple tools to anticipate, prevent and dissolve conflict in challenging interactions. Differing views, opposing expectations, & misinterpretations can result in workplace conflicts with coworkers, clients and suppliers. Every conflict costs time, energy and money.



By developing a repertoire of skills to choose from participants learn to head off conflicts before they begin, or defuse those already underway. As a result working relationships are smoother, teams get a boost in morale, and organizations get on with the intended focus of work with greater productivity & profitability.



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TRANSFORMING PEOPLE & PERFORMANCE

workshop benefits

- ▶ Transforms understanding of causes of conflict
- ▶ Expands personal power for effective conflict reduction
- ▶ Uncovers differing behavioral styles
- ▶ Creates an attitude of positivity
- ▶ Unveils how conflict escalates
- ▶ Teaches how to de-escalate conflict
- ▶ Explores a mutual-gains strategy
- ▶ Integrates relationship building into everyday work life

who should attend

- ▶ Senior Managers
- ▶ Middle Managers
- ▶ Team Members

workshop materials

Every participant receives a copy of the Preventing & Dissolving Conflict™ manual, an optional copy of the DiSC Profile, and a Pre & Post Assessment.

1-800-501-1245

info@boldnewdirections.com

www.BoldNewDirections.com

Preventing and Dissolving Conflict™

discount options

Ask about our volume discounts for booking multiple workshops for your company, organization or association conference.

two day option

This workshop may be offered in a two day format with optional follow up coaching. Contact us for more information or to discuss your organization's unique needs.

book your workshop

Contact us today to discuss pricing and scheduling options that suit your organization.



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TRANSFORMING PEOPLE & PERFORMANCE

morning

- ▶ Using Mutuality, Pro-Activity & R.E.S.P.E.C.T.™
- ▶ Reprogramming the Brain for Positive Expression
- ▶ Understanding Human Behavior Styles
- ▶ Uncovering the Four Major Sources of Conflict
- ▶ Dissolving Conflict with Emotional Intelligence
- ▶ Dealing with Conflict Via 5 Key Strategies
- ▶ Exploring The Power of Empathy
- ▶ Developing an Attitude of Service
- ▶ Experiencing How to Choose Your Perspective

afternoon

- ▶ Understanding Other's Perspectives
- ▶ Entering the State of Curiosity
- ▶ Looking for Common Ground
- ▶ Asking Powerful Questions
- ▶ Using Level I & II Listening Skills
- ▶ Learning The Art & Value of Raising Esteem
- ▶ Using Courage on Behalf of Effective Relationships
- ▶ Truth-telling in a Way That Works
- ▶ Bringing the Components Together

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