

# Speaking Programs

## **Resolving Conflict: A Great Place to Work Puts Great Work in Place**

### **Certification: Conflict-Buster**

Every company experiences conflict at one level or another. The key is being able to create a win-win situation for both parties. This program provides your employees with the tools to develop 5 specific skill sets that will encourage associates to communicate and eliminate conflict situations. Your employees will become certified “**Conflict-Busters**” whether they are faced with their own individual situation or they must support a fellow team member.

### **Participants will learn:**

- The 5 areas that will prevent conflict and build stronger relationships
- The Team Destroyers
- How to avoid stereotyping
- How to turn a disagreement into a win-win situation
- How to rebuild broken relationships
- How to keep it logical when everyone else is emotional
- How to deal with difficult personalities in the office from complainers to goof-offs to gossips.
- How to avoid transference and determine if someone is giving you constructive criticism or just plain old criticism.
- What words to avoid and what words to use when managing conflict
- How to manage the stress of a conflict situation and get back on track to resolve the issue.
- 2 ways to minimize conflict and open the door to office communication
- How to avoid conflict entirely through questioning