



Conflict Management

“Conflict is inevitable, but combat is optional.”
– Max Lucado

COURSE OVERVIEW

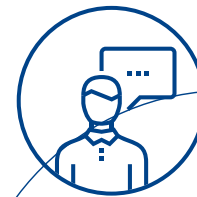
Managing confrontation is the key to productively engaging in conflict resolution conversations in the workplace. By understanding the influences of conflict and reducing the potential for conflict, conversations will go more smoothly, and moving forward will be more attainable.

In this course, leaders will discover how to get to the real cause of the problem, defuse tense situations, and how to have a productive conversation that leads to resolution. They will also learn “what to say when” tools for difficult situations that arise at work and will be equipped with the right words and approach.

We will examine conflict by covering:

- Basic causes of conflict
- Proven strategies for minimizing causes of conflict to prevent disagreements from occurring in the first place
- How fear of conflict can hold people back personally and professionally
- Why avoidance, power plays, pouting, and manipulation never resolve conflict
- The positive side of conflict

Through experienced-based learning and relevant and applicable examples from your company’s culture and interactions, leaders will have the opportunity to apply new skills to handle even the most challenging of conversations.



“One good conversation can shift the direction of change forever.”
– Linda Lambert



Customized with your real-world scenarios & designed to meet your desired outcomes.



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bonfire
TRAINING

LEARNING OUTCOMES

Understand the importance of productive conflict

Know how to prepare for and deliver a tough conversation

Discover how to defuse tense team member situations

Create an "emotionally safe" conversation

Craft the conversation to meet behavioral goals

Adapt strategies for minimizing conflict

BUSINESS OUTCOMES



Improved Team Member Conversations



Elevated Culture of Accountability



Enhanced Leadership Skills



Increased Team Cohesion



Increased Productivity

WHO SHOULD ATTEND?

All levels of leaders.

PROGRAM FORMAT

One-day onsite instructor-led session that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials support additional learning reinforcement.



Contact us to explore how we can meet your training goals!
info@bonfiretraining.com / 800-888-4893

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