



# CONFLICT

Leadership Course 4 hours  
Team Member Course 4 hours

Spanish | English

## Leadership Course

Today's business environment challenges organizations to increase productivity, improve quality, shorten cycle time, and reduce costs. An unfortunate but natural byproduct of these challenges is conflict. While conflict can lead to discoveries such as new ideas and innovative breakthroughs, it can, if allowed to escalate, result in damage to critical working relationships.

This course teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize damage. Leaders are introduced to two resolution tactics—coach and mediate—and practice using the Interaction Essentials as they coach then mediate to resolve a conflict.

### Does your organization face any of these issues?

- Does conflict escalate because leaders fail to recognize the signs?
- Do leaders know what to do when a conflict is affecting productivity or morale?
- Do leaders have the skills to mediate a conflict when emotions are strong?
- Are your leaders able to help employees take accountability for their role in conflict?

## Team Member Course

Today's business environment challenges individuals to increase productivity, improve quality, shorten cycle time, reduce costs, and improve customer satisfaction. These imperatives require everyone to communicate more effectively, collaborate with each other and deal with inherent conflicts that arise. Using the right words, body language, and listening skills are critical skills required by everyone within an organization. This course teaches the practical tools that every individual within an organization can use on a daily basis to communicate more effectively and respectfully, build connection & trust, encourage collaboration, and even to deal with conflict with anyone they come into contact with from co-workers to customers.

### Does your organization face any of these issues?

- Do individuals have good intentions, but sometimes use the wrong words, which causes conflict or harms relationships?
- Are individuals not aware of how body language and non-verbal cues affect interaction?
- Is listening something individuals think they do well, but - in reality - they do not?
- Are individuals not interacting in respectful and collaborative ways?