

Stress Reduction Through Conflict Management

Life is full of stress. Don't let day-to-day conflict add to your stress.



You need Win/Win solutions to age-old problems.

This can be delivered as a 1 or 2 day workshop. It is a basic class on negotiating conflict. It is ideal for the day-to-day conflict and can easily be applied to basic customer relation skills. Class materials include a conflict assessment to discover which of 5 different negotiating styles you use most often. Learn better techniques to become a more creative problem solver.

Subjects include:

- ❑ An assessment of how you handle conflict
- ❑ Building an understanding of how the 5 negotiating styles affect relationships
- ❑ Having an understanding of the effect of change
- ❑ Managing change in your personal life
- ❑ Tips on how to manage change in your business

By the end of this workshop you will:

1. Better understand your preferred method of handling conflict.
2. Know how others perceive your motives during disagreements.
3. Be able to find better solutions to daily conflict.
4. Be able to disagree with others without doing battle over the differences.
5. Reduce personal and work stress.
6. Be an agent of change to improve your business.

This workshop is a must for anyone who finds themselves confronted with daily conflict. You will see instant improvement in moral.