

# Conflict Resolution: A One Day Primer

There are two major myths about conflict: that it always involves anger and that it's always negative. Conflict can actually be a positive tool for growth if you know how to manage it properly. This one-day course will teach participants just how to do that.

## How You Will Benefit:

- Understand conflict
- Be able to identify the stages of conflict
- Use LECSR to resolve conflict
- Identify other ways to resolve conflict
- Develop personal skills necessary to resolve conflict

## What You Will Cover:

- ▶ Defining conflict
- ▶ Types of conflict
- ▶ Benefits of conflict
- ▶ Costs of conflict
- ▶ The role of anger in conflict
- ▶ The five stages of conflict
- ▶ The LECSR tool
- ▶ Setting norms and rules
- ▶ Seven steps to ironing things out
- ▶ Using mediation and facilitation
- ▶ Confrontational facilitation
- ▶ Managing differences collaboratively
- ▶ Asking questions
- ▶ Listening skills
- ▶ Non-verbal communication
- ▶ Problem solving tools
- ▶ Managing anger and stress
- ▶ Stress management techniques
- ▶ Stress management through positive self-talk

Name of City, Date of Event

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## What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

TIME: 9am – 4pm. \*Prices and dates are subject to change.

## Pre-Registration Form:

### Conflict Resolution: A One Day Primer

Yes  Enroll me now

Participant Name (*Please Print*)

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Position \_\_\_\_\_

Immediate Supervisor

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Organization

\_\_\_\_\_

Organization Address

\_\_\_\_\_

ZIP \_\_\_\_\_ Telephone # \_\_\_\_\_

Fax \_\_\_\_\_ E-Mail \_\_\_\_\_

**EXCELLENT IMAGE, INC.**  
*Sustainable Peak Performance*