

Conflict Competence

HANDLE CONFLICT WITH GREATER SKILL & CONFIDENCE

Conflict avoidance is an epidemic in workplaces everywhere, decreasing productivity, adding stress and tension, lowering employee engagement, and hampering problem-solving. If your **leaders, managers, or staff** suffer from unresolved tensions and poor conflict resolution skills, this course will bring immediate benefits.

Description: Most people avoid conflict and have never learned constructive or healthy ways to hold tough conversations with bosses, peers, supervisees, and other people. This course bridges the gap. By exploring the positive aspects of conflict, understanding what happens in a tough conversation, and - most importantly - practicing essential skills, participants increase their competence and confidence in starting and holding constructive, tough conversations.

After completing this course, you will be able to:

- ✓ Name the positive aspects of conflict
- ✓ Demonstrate steps to invite a tough conversation
- ✓ Carry out 5 or more skills for holding a constructive tough conversation
- ✓ Describe 3 or more ways to handle emotions
- ✓ Name at least 3 constructive ways to resolve a current conflict they are dealing with
- ✓ Feel & demonstrate greater confidence in their ability to address conflict constructively



Instructor: Andrea Ramage, Facilitator, Trainer, and Team Development Coach. My teaching style is participatory, inclusive, intelligent, results-oriented, I teach to different learning modes.

To learn more or schedule your training, contact me at:

Mobile: 425.495.9066 or email:
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Course Overview

The cost & gifts of conflict
Explore assumptions & fears
Inside a tough conversation
Skills for tough conversations: begin, middle, end
Handling emotions
Power of language
Practice through scenarios

Flexible delivery: Course content can be taught over 2 days, in a series of 1 or ½ days, or in bite-size modules of 1.5 to 2 hours, in-person or virtually. Choose the mode that fits your workplace culture and staff availability.

Course Fees: As a guideline, a 1-day course (typically 10-15 attendees) costs \$6,000 to \$8,000, including preparation, materials, and delivery at your facility or online. Add \$400/person for groups larger than 15 people. Variable costs such as catering, room rental, significant course customization, and travel-related expenses are extra.

