Confidence with Conflict

Training | Keynote

Leadership Development

Team Building

Conflict is all around us — at work and at home. It is inevitable because no two people are exactly alike. Conflict can be destructive or constructive, invigorating or draining. To manage conflict more effectively and create a quality environment, people have to be willing to understand why conflict occurs and demonstrate a variety of strategies for dealing with different people. Rather than focus on a step-by-step process for conflict resolution, during this program you will learn how to curb destructive behaviors so that conflict can become more productive, ultimately improving the results and relationships.

Objectives

Using the *Everything DiSC® Productive Conflict* Profile, you will be able to:

- Define conflict and identify at least three reasons why conflict occurs
- List ways that managing conflict can benefit you, your department, your organization, and your customers
- Understand how and why you naturally respond to conflict
- Recognize productive and destructive tendencies
- Reframe your automatic thoughts to respond in a conflict situation
- Use communication strategies when engaging in productive conflict with colleagues

Agenda

- What is conflict?
- Your DiSC® style in conflict
- Productive conflict with other styles
- Automatic destructive responses
- Stepping back from your emotions
- Choosing productive responses
- Case study of a current situation

Format

This interactive program uses experiential learning techniques such as a self-assessment, large and small group discussions.

Ideal Size

Keynote: No limit
Training: Up to 36 people

Length

Keynote: 30-90 minutes
Training: 3-6 hours

Target Audience

Anyone who experiences conflict and wants to learn ways to deal with it at work and/or home

Typical Uses

Team building, employee and management development, training and workshops, project management, and new employee orientation

Material Options

- *Everything DiSC® Productive Conflict Profiles*
- *Everything DiSC Facilitator Report*
- *Everything DiSCGroup Culture Report*
- *Everything DiSCTeam View Report*
- Personality Styles Mouse Pad
- Handouts