

PROGRAMS FOR *Organizational Effectiveness*

*Do you work with challenging people where conflict arises regularly?
Do you work in teams where productivity and cohesiveness are reduced by conflict?
Do you want to learn to be a more effective manager and leader?*

If the answer is yes to any of these questions this workshop is for you!

Effectively Managing Conflict in the Workplace

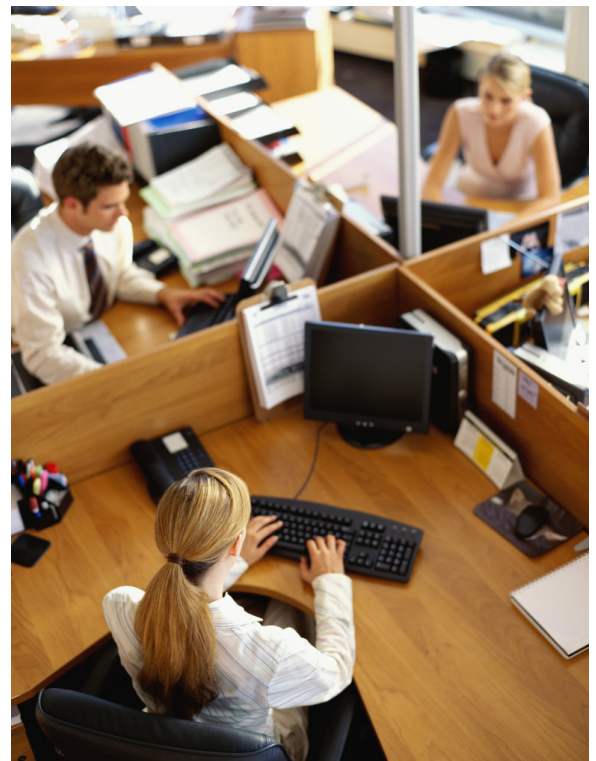
Since conflict is inevitable, how do we prepare ourselves today with the tools as leaders and employees for the interpersonal problems of tomorrow? With this workshop participants will gain the skills necessary to understand differing perspectives, strong emotions, and how to listen and speak for maximum effectiveness. Not only do these skills enhance the participant's ability to problem solve and negotiate amongst co-workers and clients but they also help develop better relationships and stronger teams to work together more effectively and ultimately be more productive.

What will you discover in this workshop?

- Learn to identify what triggers you anger and develop strategies that work for you.
- Techniques to maintain a balanced professional attitude when confronted with stressful situations.
- Learn how to deliver challenging messages with tact and professionalism.
- Are you really listening? What are your body and thoughts telling others.
- Strategies to manage confrontation and de-escalate conflict as it arises.
- Gain knowledge through experiential activities that enhance and reinforce the learning process.
- Practice real situations through role playing with the benefit of professional coaching.

Why does this workshop pay off ?

- Participants will be able to solve problems easily and objectively without the drama that reduces staff productivity.
- Mastering the skills taught in this program will enhance your leadership abilities and your reputation as a strong team leader.
- Knowing how to manage difficult situations and de-escalate anger will contribute not only to team productivity but also reducing the costs of conflict providing a more with the harmony of the work environment.



DATES: 02/19 - 04/14 - 05/14
07/14 - 09/24 - 11/17

TIME: 9 am - 4 pm
(1 Hr. Lunch Break)

WHERE: The Conflict Center
4140 Tejon St.
Denver , CO. 80203

PRICE: \$ 150

REGISTRATION:
Contact Nikki Schmidt
303-865-5633