

Waging Peace: Resolving Conflict and Finding Solutions Together

With today's fast-moving environment, diverse workforce and higher customer expectations, conflict is almost inevitable. Most people, though, do not have the skills to manage conflict appropriately. The opportunity for errors in communication is greater than ever, and misunderstanding can lead to anger, cynicism and hostility. This seminar is full of practical ideas for managing conflict, communicating effectively and finding win-win solutions in difficult situations.

Benefits

Upon completion of this program, participants will be able to . . .

- Recognize the factors that contribute to the communications process and how they interact
- Understand personality types and how they impact interpersonal relationships
- Recognize what triggers defensive postures and how to avoid them
- Effectively manage difficult people and situations
- Practice techniques for resolving conflicts

Topics

ELEMENTS OF COMMUNICATION

- Factors contributing to the communications process
- Psychological dynamics of communication
- Conscious and unconscious messaging

INTERPERSONAL DYNAMICS

- Triggers to defensive postures
- Impact of personality types

IMPROVEMENT STRATEGIES AND SKILLS

- Listening skills; skills for questioning and giving feedback
- Articulating needs
- Learning to dialogue effectively
- Defusing negative interactions

FINDING SOLUTIONS TOGETHER

- Developing negotiating skills
- Collaborative problem-solving skills
- Preserving the integrity and dignity of those involved in conflict

Formats

Formats include one-day and half-day sessions. Both formats provide participants with the tools for managing conflict and difficult situations. The full-day session provides time for experiential exercises and skill set practice.

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