



BREAKTHROUGH CONFLICT

Trust is not a prerequisite for communication. It is a byproduct of communication. Yet leaders are often staggered by the complex challenge of confronting communication breakdowns, even when ignoring them impedes the development of strong relationships and high performance teams.

When we manage conflict constructively, we stimulate creative problem solving and increase innovation and the inter-dependent performance required in today's organizations. When we retreat from conflict it distorts decision-making and becomes a major barrier to trust.

This program offers concrete skills and tools to transform conflict into solved problems and strengthened relationships.

You will learn research based, field-tested skills to:

- DECODE the hidden world of non-verbal communication to understand what people are really saying.
- TEACH people how their behavior is a problem without making them feel defensive.
- CONVERT criticism from defensiveness and blame to insight and agreement.
- RAISE difficult issues that simultaneously solve problems and strengthen relationships.
- TRANSFORM the organization's culture from avoidance to positive engagement.
- CREATE trust through conflict.