Conflict Management and Resolution:
How to Effectively Use Conflict
to Achieve High Performance
Virtual Workshop

Conflict, defined as the willingness to have and resolve disagreements resulting in the highest quality outcomes that lead to high performance has been, and continues to be, a **major challenge** for most organizations. To help assess your, and your organizations, strengths and weaknesses regarding having and resolving conflict evaluate both against the key "Supportive Skills and Behaviors of Conflict" and the key "Harmful Skills and Behaviors".

If you or your organization are comfortable with conflict these supportive skills and behaviors are regularly practiced:

- Leadership realizes that disagreement is to be encouraged and embraced from any and all levels and is the fuel that drives rapid change, new ideas, creativity and innovation
- Employees are comfortable to express disagreement to any and all levels in an assertive manner
- Employees understand the process and skill of resolving disagreements that result in the highest quality outcomes with support by all
- When issues/problems occur, people address them quickly focusing on the solution not the problem or person
- Diverse viewpoints (disagreements) are seen as an opportunity to produce higher quality decisions

If you or your organization are uncomfortable with conflict these harmful skills and behaviors occur regularly:

- Leadership views disagreement as a threat therefore it is discouraged, or worse, punished
- Dominant employees "win" disagreements using real or perceived power silencing potential solutions
- Employees disagree silently then undermine or sabotage the outcome (give in then get even)
- Employees avoid disagreements for fear of reprimands resulting in slow change and stagnation
- Daily mistakes and errors are not reported (or are covered up) resulting in regular negative surprises
- Front line employees become aware of problems and/or customer dissatisfaction but say nothing

If either you or your organization fall short when assessing the critical skills and competencies of conflict management and resolution do not dismay; most organizations struggle with this issue. Fortunately there is good news; there are defined and observable skills and behaviors that drive fast changing, innovative and customer focused organizations that can be learned and practiced that result in high performance.

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"Your Total Training Resource"

To address the "skills and competencies gaps" we have designed a dynamic and interactive workshop that is appropriate for individual contributors and all levels of management. The focus, objectives and outcomes of this workshop are:

- Assessing and understanding your individual and most comfortable methods of resolving conflict
- Learn when to use each method of conflict resolution and understand the ramifications of each method
- Learn to use conflict as a source of personal energy and creativity
- Understand the importance of effective communication skills that ensure no ambiguity while holding everyone accountable
- Realize the importance of Assertive behavior and how to practice it to achieve high performance "win-win" outcomes
- Learn the importance of active listening, probing effectively to understand the "real" issues and demonstrating empathy
- Learn the process of "team decision making" that results in the highest quality decisions with buy-in from all members
- Understand that creating a culture of blame and criticism is the "cancer" that destroys effective conflict management and resolution
- Gain a greater understanding of how and why conflict occurs
- How to prepare and conduct difficult conflict resolution discussions

"Your Total Training Resource"

Registration Information

Time: This is a 3.5-hour workshop delivered in 1 session.

Pricing: The per person fee for 1-2 participants is $255.00; for 3 or more the fee is $225.00 per person.

Other Information:

- The session will be delivered on the Zoom platform so all participants will work from their own workspace and use their own computer. Zoom has video capability but, if the participant's computer is not equipped with a camera, audio will also work.

- To register we will need the name of each participant and their email address.

- **Five (5) days before the date of the session we will send each participant an electronic copy of the course materials. Additionally, we will provide a link of a Meeting ID that when clicked on will allow the participant to enter the training room. Please have participants check their spam/junk folders starting 5 days before the session as often the invitation may end up in that folder- info will come from smalan@c-kg.com.** For those signing up less than 5 days prior, it will be no problem as we will immediately provide this information.

- Participants should enter the Zoom training room at least 15 minutes (8:45 AM) before the start time.

- The session will be limited to 25 participants to allow for, and ensure, maximum interaction, participation and engagement.

To register or for additional information either email, phone or complete the online registration form.
Email/Phone: Ken Keller (kkeller@c-kg.com 847-331-9497) or Darryl Harris (darryl.ckg@gmail.com 630-730-4393) or Sue Malan (smalan@c-kg.com 630-495-0505)

Register online: Complete form by clicking here. If you register online, a confirmation email will be sent to you with next steps and payment details. Please note we accept checks as a form of payment.

To see a complete list of our current workshops click here.

Customized onsite workshops are also available in person and virtually and are instructor led. Please contact us with any questions.