

# INTENTIONAL COMMUNICATION CONSULTANTS

## TRANSFORMING CONFLICT INTO OPPORTUNITY

(Tools for Real Change)

- How much wasted energy have your employees and organization spent on unresolved and unproductive conflicts?
- How skilled is your workforce in managing differences and diversity?
- How does your organization “model” its policies and practices in dealing with conflict?
- Is your organization harnessing the positive potential of conflict?

Conflict is a fact of life in every workplace. *In fact, used wisely, conflict can present important opportunities for growth, clarification and change.*

**Yet most individuals and organizations still respond to conflict with the same, old tired strategies based on: attack, defense or avoidance.**

Rarely do individuals and organizations recognize and use conflict to build relationships, deepen understanding and energize commitment and creativity.

**Transforming Conflict** offers participants a dynamic program designed to:

- **Challenge** old assumptions and behaviors in responding to conflict, and to demonstrate the positives inherent in conflict
- **Motivate** participants to search for new, creative and satisfying alternatives in dealing with differences and disagreements
- **Create** deeper understandings of the motivations of self and others that push for change and show up as conflict
- **Excite** and stretch participants to move beyond their comfort zones
- **Energize** participants with new perspectives, clarified emotions and more choice based behaviors in dealing with conflict

### MODULES

1. **Understanding & Reframing Conflict** - Exploring the Beliefs, Attitudes and Expectations Regarding Conflict
2. **The Dynamic Factors of Conflict** - How To Assess, Understand and Work with Different Types of Conflict
3. **Creating New Outcomes** - Implementing a 7-Step Model to Know What You Want and Learn How To Get There
4. **Learning How To Flex Your Communication Style In Conflict**
5. **Using Emotional Intelligence** - Learn the Basics of Working with Emotions and Developing Creating Emotional Competency
6. **Perceptions are Everything** - Working with Perceptual Models in Understanding and Managing Conflict

7. **Developing the Core Communication Skills** - Deeper Perspectives and Skills in Listening, Non-Verbal and Assertive Communication

**Program Format & Audience**

- Program is designed for a 2 day format. The 3 day format goes beyond the communication basics in Module 7 and includes expanded practice sessions in skills development, a Module entitled, *Using Feedback as a Positive Tool for Growth and the Conflict Style Inventory*.
- Program is designed for audiences at all levels of the organization. It can be tailored for organizational leaders with a focus on the *Fundamentals of Creating Positive Workplace Cultures*.

**PARTICIPANTS TAKE AWAY**

- **A transformed perspective on the value and possibilities of using conflict as a tool for growth and change – in their relationships, teams and within the organization**
- **The tools to move from unproductive habits to pro-active strategies**
- **Working knowledge of personal conflict management “style” and enhanced skills to respond to the style of others**
- **A model to work effectively with emotional triggers**
- **New levels of abilities in the use of core communication skills to pro-actively respond to conflict**

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