

Management Development Seminars

Skills to develop more effective managers sooner

Seminar Leader

Ross Blake is a management consultant and senior level trainer who has conducted hundreds of seminars in team building, conflict resolution, facilitation, train the trainer, and management communication skills in addition to completing consulting assignments for Central and Western New York manufacturers and service organizations. He is an Executive Coach and Trainer for CPI/RWCA.

Resolve Workplace Conflicts

Win Win Conflict Resolution Skills

Who Benefits by Attending

Supervisors, team and group leaders, managers, anyone who needs or wants to resolve workplace conflicts sooner with more cooperation, better solutions, and less anger.

Purpose

Some conflicts in the workplace are inevitable, yet most of them can be resolved with the right skills and the intention to solve them. Participants will gain new skills they can immediately use to defuse anger, deal more effectively with conflict situations, and gain the cooperation needed to resolve conflicts and improve results in the future. This is a highly interactive and skill-based seminar, not a lecture or presentation.

Participants will learn:

- ❑ Four Ways Most People Respond to Conflicts & Why: their advantages and disadvantages, choosing an effective option; and three facts about conflicts.
- ❑ How to Defuse Anger and Other Emotions: a skill to lower anger and defensiveness in order to confirm the issue behind the anger or conflict so it can be resolved.
- ❑ Collaborative Conflict Resolution Skill: how to inform the other person what the conflict is about, identify and request a new behavior, and get cooperation and input instead of resentment to resolve it.
- ❑ Conflict Resolution Problem Solving: how to develop mutually-beneficial solutions when both parties need to collaborate to resolve conflicts.
- ❑ Facilitating Disputes Between Employees: how to facilitate two or more employees or groups to successfully resolve a conflict and agree on improved future behaviors.