



Conflict Resolution

Can't we all just get along?

Productivity in the workplace is diminished greatly when conflict exists. Whether the conflict is between someone(s) on your team and an external customer or between internal customers (co-workers), the results can be significant and long-lasting.

In this seminar, we'll look at ways to resolve conflict quickly and effectively, and how to help avoid conflict by creating a less contentious atmosphere that fosters more team work and (internal & external) customer service.

Some of the specific topics within this training include:

- Sorting out the instigators from the spectators.
- Open and Effective Communication (spoken and unspoken)
- How to facilitate a productive and professional confrontation.
- Determining and addressing root causes rather than symptoms.
- Separating fact from feelings
- Searching for resolution rather than determining who's to blame.
- Eliminating the scoreboard and the running history from the equation.
- Creating and fostering an atmosphere that suffocates conflict.

Randy's training helped me look at conflict differently and gave me new methods to resolve or minimize conflict in both my personal and professional life.

Carol Koenig / Supervising Contract Specialist / Austin, TX

Teaching the Essential Elements of Excellence for work and life!