

# Continuum



## Successfully Managing Conflict

### *Who would benefit from this presentation:*

- *Anyone wishing to better deal with workplace or personal conflict.*
- *Anyone who has felt disappointed with the resolution of a conflict.*

This seminar begins by looking at what influences an individual's perception of conflict and how conflict is a natural part of everyday life. By identifying the causes of conflict and understanding how we have been taught to approach conflict, participant can begin developing methods for identifying, preventing and resolving conflict.

A team of co-workers who have developed the skills needed to manage and resolve conflict on their own can be extremely productive. This seminar focuses on ways co-workers can resolve and prevent conflict without having to involve their leaders.

### *What People Are Saying About **Successfully Managing Conflict***

*"I liked the discussion with team members."*

*"I liked the final exercise with real situations..."*

*"Entertaining and worthwhile."*

*"I enjoyed interacting with others and sharing ideas."*

*"This will help in dealing with difficult people/situations."*

*"Entertaining; informative."*

*"The presenter was funny and engaging."*

*"I can apply the content in both professional and personal life."*