

Positive Conflict Resolution



Workshop Info

Pricing*	\$6,950
Max Participants	25

Length & Delivery 1-day, In-person

Pricing includes customization, all workshop material, and follow-up coaching for 1 year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Personal conflict is the main reason employees leave a job. This workshop helps managers and HR professionals create an environment where employees can proactively understand one another and solve interpersonal conflict for positive outcomes.

Participant Outcomes

- **Understand causes of interpersonal conflict** and how to respond to individual needs
- Use **active listening techniques** to hear what others are really saying
- Develop an **interpersonal communication strategy** to nurture positive relationships
- Communicate effectively to find solutions when facing **negative situations**

Material Covered

- Solving Interpersonal Problems
 1. Understanding Motivations & Values
 2. Waves of Social Change
 3. Emotional Intelligence
 4. Gaining Customer Commitment
- Solving Communication Problems with Assertive Communication

Organizational Outcomes

- Decreased Employee Turnover
- More effective teams
- Workplace culture that creates respect



Just a Little Bit Better

Habits & skills form when we consistently and regularly apply principles, becoming just a little bit better one "drop" at a time.

Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/pcr>

More Leadership and Professional Development Workshops from IFI Training



Team Building

Successful organizational development starts at the team level. This team building course will help teams of any organizational type and structure understand how to communicate values and goals, use tools to effectively improve relationships and diagnose problems to work as a team to find solutions.



Convincing Interpersonal Communication

Designed for management and HR professionals, Convincing Interpersonal Communication helps professionals lead others using effective communication by understanding personalities and their affect on interpersonal relationships.



Performance Evaluations that Matter

This workshop helps managers give effective performance evaluations by understanding their employees' communication & interpersonal needs, working with employees to correct problems, & motivating employees align their goals with organizational priorities.



Strategic Listening Skills

Advanced listening skills can give your organization a strategic advantage. This workshop helps participants take a personal inventory of where their listening skills may be deficient and learn tools to better understand coworkers as well as potential and current clients.



Strategic Thinking & Problem Solving

Innovative thinking and problem solving can fuel businesses growth & create an organization that thrives on challenges. Professionals in all disciplines can better contribute to their teams & business as they learn to work through problems personally & with teams and boost creativity to tackle a constantly changing work environment.

"This was the best course I have taken here, better than any other management training I've had."

- Workshop Participant

Other IFI Training Areas

Communications



Good communication **reduces turnover, increases employee engagement** and **contributes to a better product** and process within your organization. We partner with you to create customized programs that target weak points in your organization and turn them into strengths. Communication excellence courses target leadership communication, presentations, daily emails.

Technical Skills



Change is the constant in the workplace. Every technological edge can turn into a marketplace advantage. Investing in your employees' technical skills will help to **improve organizational efficiency, increase employee engagement** and **help your team stay relevant**. Learn more about Microsoft Office programs, project management and other common business tools.

Business Development and Sales



The best product doesn't always win. **Increase your win percentage** by working with your client to develop the solution they need. We work with you to help **refine your sales process** to place your product in a winning position so that it succeeds in the marketplace. Learn more about Proposal Writing Strategies, Capture Assessment, Diagnostic Visits and other sales training.

