

## EXECUTIVE DEVELOPMENT PROGRAM

OCTOBER 24, 2013

8:30 AM–4:30 PM

PUBLIC \$995

UD ALUMNI \$945

PARTNER \$870

# HAVE A NICE CONFLICT: SUCCESS AND SATISFACTION THROUGH BETTER CONFLICT MANAGEMENT

Conflict costs American companies \$359 billion every year. How much is conflict costing your organization? What would it be worth to you to not just reduce this cost, but to actually turn conflict into value?

Nothing damages good relationships like bad conflict. By recognizing your own values and trigger points, and those of others, you can learn to better navigate terse situations, express points in a way that resonates with others, even prevent conflict all together. When you choose to have a nice conflict, you're applying an approach that gets you the results you seek while leaving the relationship stronger and maintaining the self-worth of everyone involved.

Tim Scudder, author of *Have a Nice Conflict*, will present five keys to having a nice conflict:

- Anticipate when and where conflict is likely to occur
- Prevent the conflicts that are preventable
- More quickly identify the conflicts when they begin, as opposed to finding out too late
- Manage the interpersonal experience of conflict
- Resolve the issue in a way that strengthens relationships and improves results

Ideal for any leader struggling with conflict or wanting to enhance team cohesiveness, this program will help increase self-awareness and emotional intelligence, understand the motives and strengths of others, and empower you to choose behaviors that will make you more effective. You will learn new concepts to help better understand and take control over conflict in your organization and strengthen your relationships, in both business and personal settings.

## THIS PROGRAM WILL HELP EXECUTIVES:

- Use the five keys to conflict to unlock the productive potential of interpersonal conflict in their organizations.
- Build stronger, more productive relationships.
- Craft questions that surface the real issues in conflict so they can be resolved.



**Tim Scudder**

*Tim Scudder is a best-selling author, executive, speaker, and consultant in the field of personal and leadership development. He holds a Master of Arts degree in Human Development from Fielding Graduate University, where he is currently pursuing a PhD in Human and Organizational Systems. He has a financial background as a Certified Public Accountant, which enables him to integrate business and human needs.*

*He is the CEO of Personal Strengths Publishing, a training and development organization whose tools have been translated into over 20 languages. His clients include many of the world's largest public, private, governmental, and military organizations.*

*Tim is the co-author of the best-selling book *Have a Nice Conflict* and the author or co-author of several experiential training and development programs including *Becoming a Leader We Need with Strategic Intelligence* (co-authored with Michael Maccoby). He leads facilitator certification programs for the SDI and has guest lectured at several universities.*