

## PROFESSIONAL DEVELOPMENT PROGRAMS

**JULY 10, 2014**  
**8:30 AM–4:30 PM**

# NAVIGATING DIFFICULT CONVERSATIONS

The cost of unresolved conflict is enormous. Productivity loss, employee turnover, an erosion of trust, lost time due to physical symptoms and communication breakdowns are just a few of the many consequences of managing conflict and communication challenges poorly.

This interactive workshop helps participants build strong communication and conflict resolution skills. Participants will be introduced to tools such as the Thomas-Kilmann Conflict Mode Instrument as well as techniques to increase their personal effectiveness.

## THIS PROGRAM WILL HELP LEADERS:

- Learn what brain research tells us about how you think and the implications for successfully managing difficult conversations.
- Identify your preferred conflict resolution style, implications and alternative strategies.
- Analyze a difficult situation and be prepared to employ new behaviors for successful resolution.



**Michele Wilson**