



## Pull Them In A Different Direction

### From Conflict to Collaboration

#### Maximizing Business Relationships & Conversations

*"Unresolved conflict represents the largest reducible cost in many businesses, yet it remains largely unrecognized."  
Dana, Daniel (1999)*

Unfortunately, when we are stressed, we tend to inflict stress upon others. Once we understand our own behavioral dynamics, it is much easier to address those in others, and this creates the basis for collaboration and productivity. This extensive interactive workshop shows participants how to turn conflict into opportunity, and how to confidently build solid and productive relationships.

#### Participants will learn to:

- An understanding of what conflict is
- An understanding of how to confidently take control of the root of conflicts
- Tools to negotiate solutions to conflicts which will, in turn, eliminate fighting and petty bickering
- Knowledge of how to reduce or eliminate the stress that affects health and work quality for themselves and/or their team
- The ability to build healthy relationships and teams and to handle "difficult people" with confidence
- Understanding of their own conflict behaviors and why we shy away from difficult conversations
- An ability to identify and shift away from non-productive thinking habits
- Ability to understand differing viewpoints as opportunity for discussion, learning and positive change.

#### This course is designed for:

- Leaders at all levels seeking to reduce stress levels and grievances for themselves and their staff
- HR professionals wanting conflict resolution skills in order to improve employee productivity
- Leaders who need to negotiate with individuals and teams
- High Potential/young leaders who want to increase their confidence in addressing difficult issues

At Integra, we are people dynamics specialists.

We build people systems that are resilient and sustainable – perfectly prepared to survive, thrive and outperform.

All our programs are customized to meet your needs.

Call us for a free initial consultation.

905-373-4242