

## **MODULE #10**

### **“How to Most Effectively Prevent and Handle Conflicts”**

#### **SUMMARY**

Disharmony and conflicts can show up in any relationship. Knowing how to prevent it before it happens is the key to relationships that work well. Knowing how to deal with conflict that occurs is an essential skill of the true leader. This program deals with both sides of the issue.

#### **What the Attendees Will Learn During This Workshop:**

- How to stop conflicts before they start.
- How to deal with people who start conflict.
- How to avoid taking sides in a conflict.
- How to model non-conflict behavior.
- What to say and what to not say when there is conflict.

#### **What the Attendees Will Do During This Workshop:**

- Develop an understanding of the nature of conflict.
- Practice listening with an unbiased opinion to conflict.
- Create scripting to use when there is conflict.
- Practice what to say to stop conflicts.
- Develop a plan to help avoid conflicts.

**Major Benefits:** Many unnecessary conflicts are avoided totally. If they do occur there is a process in place to quickly deal with them for the greater good.

#### **Logistics:**

This training will be presented two times in the same day, as follows:

- 8:00 AM to 12:00 PM and 1:00 PM to 5:00 PM (Repeat session)