



P10 From Technician to Leader – Resolving Conflicts

Tuesday, September 25

9:00 am - 12:00 pm

Not Technical

Work place conflicts are inevitable as diverse team members bring their individual personalities, styles and habits to work. Managing these differences quickly and effectively can mean the difference between a minor bump-in-the-road and loss of productivity that can impact the entire organization. This class will provide the tools to recognize conflicts and deal with them quickly and effectively.

You Should Attend if:

- You are sick of being bullied
- Coworkers drive you crazy
- You often disagree with 'certain' people
- You've ever said, "I can't stand her/him"
- You find yourself focused on how to get them back
- Get into more than one argument a week
- You are frustrated/annoyed at one or more coworkers

You will learn:

- Behavior Styles and what motivates others
- Avoid conflict and get your way
- Separate the facts from opinions
- Identify and manage differences
- Conflict resolution
- How to predict others reactions
- Adjust to get a positive outcome



To enroll call _____