

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Dealing with Conflict in Your Team

Unsure how to face up to conflicts? Do you minimize or overlook charged situations? Or try to sweep them under the rug?

Looking the other way whenever there's conflict in your team may be the worst thing you can do as a manager. In fact, conflicts are a part of every company's existence. When they are ignored or denied, they become a source of demotivation for those involved, ultimately sapping energy.

In this course, you will learn the appropriate responses and best practices for successfully dealing with conflict. Pick up tools and techniques to strengthen your ability to communicate in difficult situations. So you can take steps to relieve tension, resolve crises and settle conflicts.

How You Will Benefit

- Evaluate conflict-filled situations you're facing
- Analyze the stance of both parties involved in the conflict
- Intervene to resolve conflict situations
- Promote cooperation between team members
- Increase productivity by freeing up energy tied up in conflicts
- Avoid the loss of motivation common when conflict is present
- Enhance your leadership abilities