

**RESPONDING TO CONFLICT: STRATEGIES FOR IMPROVED COMMUNICATION**

Gain essential conflict management skills so that conflict won't manage you!  
Seminar #2115

**Overview**

Conflict is all around us, especially during tough business periods where resources are tight and tempers are shorter—but most people lack basic conflict management skills. Rather than react to conflict on a purely emotional level, learn to manage disputes and disagreements positively and proactively.

Conflict management training will teach you to recognize the causes of interpersonal conflict. Become aware of your emotional triggers to prevent explosive situations. Learn new strategies of conflict management that will improve your communication performance, and ultimately increase the success of your business initiatives.

**Schedule**

- [3] days
- [3] days - \$2,345 Non Members
- [3] days - \$2,095 AMA Members
- [3] days - \$1,794 GSA

**Credits**

1.8 CEU /18 PDU

**Schedule**

We have 15 scheduled sessions located nationwide starting between 6/6/2012 - 1/30/2013

Date	Location	Duration
Jun 6, 2012 - Jun 8, 2012	New York, NY	3 Days
Jun 18, 2012 - Jun 20, 2012	Arlington/Washington DC, DC	3 Days
Jul 16, 2012 - Jul 18, 2012	San Francisco, CA	3 Days
Aug 1, 2012 - Aug 3, 2012	Chicago, IL	3 Days
Aug 15, 2012 - Aug 17, 2012	New York, NY	3 Days
Sep 17, 2012 - Sep 19, 2012	Arlington/Washington DC, DC	3 Days
Sep 19, 2012 - Sep 21, 2012	Boston, MA	3 Days
Oct 3, 2012 - Oct 5, 2012	New York, NY	3 Days
Oct 24, 2012 - Oct 26, 2012	Atlanta, GA	3 Days
Nov 5, 2012 - Nov 7, 2012	Arlington/Washington DC, DC	3 Days
Nov 26, 2012 - Nov 28, 2012	San Francisco, CA	3 Days
Dec 5, 2012 - Dec 7, 2012	New York, NY	3 Days
Dec 10, 2012 - Dec 12, 2012	Chicago, IL	3 Days
Jan 28, 2013 - Jan 30, 2013	Arlington/Washington DC, VA	3 Days
Jan 30, 2013 - Feb 1, 2013	New York, NY	3 Days

Registering more than 4 people, please call 1-877-566-9441.

**How You Will Benefit**

- Gain a new understanding of conflict
- Understand your own conflict patterns
- Improve your listening and communication skills
- Learn to "read" conflicts by developing a "conflict map"
- Practice effective methods of intervention and conflict management

**What You Will Cover**

**Developing Conflict Awareness**

- Conflict vs. disagreement
- The five stages of conflict development
- Barriers to conflict management

**Responding to Conflict**

- Identify and understand your own conflict behavior
- Apply active listening skills for conflict management

**Different Approaches to Conflict Management**

- The 5-step "conflict map"
- What conflict management strategy is right for you?
- Content vs. relationship conflicts
- When not to ask why

**Conflict Management Strategies**

- The 4 Cs: competence, credibility, care, communication
- How to reinstate trust
- How to become solution-focused not problem-focused
- Moving Beyond Conflict
- Difficult people vs. difficult behavior
- Asserting yourself
- Coping with resistance
- Saying "no" assertively

**Mapping the Conflict**

- Conflict management mapping in five steps, from positions to solutions
- Explore a conflict from various viewpoints
- Determine common ground in a conflict
- Generate and implement goal-oriented alternatives

**Trust in Minimizing Conflict**

- Learn key conflict management fundamentals for building trust
- Discover how trust is lost and how it's reestablished
- Develop win-win solutions: interests vs. positions

**Dealing with Difficult Behavior**

- Differentiate between difficult people and difficult behavior
- Discover a 2-step process for handling passive and aggressive behaviors
- Learn to create a viable alternative to group conflict

**Thunderstorms**

- Address your own "thunderstorms" (emotionally explosive tense conflicts)
- Apply appropriate conflict management strategies through role-plays

**Who Should Attend**

Business professionals who want to expand their conflict management skills, understand their own emotions and behaviors when addressing conflict and find productive ways to manage conflict.

**Ways to Register**

- [Register Online](#)
- Call 1-877-566-9441 for an AMA Training Consultant
- Email [customerservice@amanet.org](mailto:customerservice@amanet.org)
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)