

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.

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/2115](http://www.amanet.org/2115)

# Responding to Conflict: Strategies for Improved Communication

**Increase your success by proactively and positively managing conflict.**

Conflict in business is all too familiar—particularly under increased business pressures. Still, most of us lack basic conflict management skills. Rather than react to conflict on a purely emotional level, you can learn how to manage disputes and disagreements in a positive manner, or even avoid them altogether. This seminar will show you how to recognize the causes of interpersonal conflict. It emphasizes skills to help you critically evaluate conflict situations and then choose the appropriate strategies and tools to manage and/or resolve these conflicts. You'll develop greater awareness of your emotional triggers and how to control them. In addition, you will learn how to continually action-plan around the implementation of your new skills.

## How You Will Benefit

- Recognize the underlying causes of conflict
- Map conflict using a five-step approach
- Identify ways to develop flexible responses to personal and professional conflicts
- Practice applying models, techniques and strategies to manage your interpersonal communication behaviors in conflict situations
- Implement strategies to improve your communication and effectively respond to conflict

## What You Will Cover

### Developing Conflict Awareness

- Recognizing the difference between disagreement and conflict
- Understanding the five levels of a conflict
- Exploring barriers to conflict management and resolution

### Responding to Conflict

- Identifying your own feelings and actions in response to conflict
- Applying the P-U-R-R Model to demonstrate understanding
- Utilizing the validating process
- Distinguishing between listening for thoughts and listening for feelings

### The Role of Trust in Minimizing Conflict

- Describing the 4 Cs as the cornerstones of building trust



- Knowing how trust is lost and regained, and how transparency validates trust
- Identifying interests behind positions

### **Conflict Strategies**

- Identifying your preferred strategies for responding to conflict
- Understanding the five conflict strategies
- Exploring appropriate strategies to minimize/manage conflict

### **Moving Beyond Conflict**

- Knowing why relationship conflict and content conflict should be handled differently
- Turning potential disagreements into discussion by applying the Model to Disagree
- Identifying and practicing assertiveness tools and strategies
- Detoxifying emotional statements and devising alternative ways to express the message

### **Dealing with Difficult Behavior**

- Explaining the difference between difficult people and difficult behavior
- Understanding how to handle passive behavior
- Developing a strategy for handling passive or aggressive behavior

### **Mapping the Conflict**

- Mapping a conflict using a 5-step approach
- Exploring a given conflict from various "viewing points"
- Separating interests from positions in a specific conflict
- Selecting a conflict strategy appropriate to addressing a specific goal
- Implementing a chosen conflict strategy

### **Thunderstorms**

- Applying skills to address emotionally tense conflicts (called Thunderstorms)
- Using skills to address an intra-group conflict case study
- Planning for future development to effectively respond to conflict

## **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.

### **Schedule**

- [2] days - \$2,345 Non Members
- [2] days - \$2,095 AMA Members
- [2] days - \$1,984 GSA

## Credits

1.2 CEU /12 PDU/12 PDCs

12 PDU\_L

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