

Secrets of Conflict Management™

MISSION:

How to Deal with Disagreements,
Conflict, and Confrontation

YOU WILL LEARN:

- ▶ The four concepts to remember in dealing with conflict.
- ▶ The three Ps of strategic planning.
- ▶ The five-step model to resolving conflict.
- ▶ How to separate the person from the problem.
- ▶ Communication skills for constructive conflict resolution.
- ▶ How to deal with angry people.
- ▶ How to avoid being a victim of dirty tactics.
- ▶ Tips for effective mediation.
- ▶ The “right questions” to ask to aid discussions.

SEMINAR ATTENDEES SAY IT BEST:

“The content was right on target and was what we needed to be more effective leaders.”

– Valerie Orange, Rancho Los Amigos Nat. Rehab Center

“Excellent, excellent, excellent. Helps me focus on goals for myself and our facility and enables me to get the game plan to get started. I thought that my enthusiasm would fade; however, you have given me the tools to keep “the burning flame of intense desire going.” Thank you.”

– Kandus Herod, LVN, Sutter Health

“Everyone can come out a “winner” by utilizing this program. Valuable information to go over periodically to reinforce using it until it becomes a habit.”

– Kris Gamrua, Charge Nurse, Hoag Hospital, CA

