



From Conflict To Cooperation

Communicating With Diplomacy

Most people do exactly the **WRONG** things in many situations when dealing with conflict. In this Success Series Seminar, you will understand the forces that generate conflict - and learn the **RIGHT** things to do about it.

If you haven't an idea about how to handle confrontations, and would like to clear up your situation effectively, this seminar will help you. If you already have well-developed interpersonal skills, this seminar will make you better. You may be dealing with confrontation at home, at work or in your neighborhood or community. Extraordinary leaders see conflict and confrontation as an opportunity for growth – a way to see something from a different perspective. Whatever your situation, this seminar will help you.



WHAT YOU WILL COVER

- ★ Primary reasons conflicts occur - and how to see them coming
- ★ How to break the cycles that lead to hostilities.
- ★ How to stop a conflict from escalating.
- ★ How to address conflict in a way that minimizes defensiveness and hostility.
- ★ Giving and receiving criticism.
- ★ Conflict resolution strategies
- ★ Define and recognize the value of diversity
- ★ Learn how to define common ground from which to develop solutions
- ★ How to talk to someone when you are angry, hurt, frustrated or insulted
- ★ How to decrease resistance and increase cooperation
- ★ What you can do to reduce conflict and promote better understandin

HOW YOU WILL BENEFIT

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