

# Straight Talk for Conflict

## *Individual Development*

### **PROGRAM OVERVIEW**

As organizations restructure and social stresses escalate, conflict in the workplace is on the rise. Whether in response to organizational goals such as resolving disputes with customers or clients, systemic internal problems, or interpersonal issues between managers, employees, and co-workers, businesses and government agencies are finding it increasingly more productive - and more cost-effective - to be pro-active in designing strategies to manage conflict. Too often, a conflict situation turns into a contest with winners and losers, resulting in negative experiences for all. Since conflict is inevitable and a natural consequence of human interaction, it is important to learn how to manage these situations more effectively. *Straight Talk* turns these differences into a win-win situation for all, resulting in productive outcomes and improved relationships. This workshop reinforces that conflict is simply part of a relationship at work or home which needs attention.

“Peak Experiences offers an excellent workshop for managers to enhance their self-awareness and for developing key skills for improving and working on effective conflict resolution processes”

**John O’Donoghue**, Manager  
Pictou County Health Authority

### **WHAT YOU WILL LEARN**

As a participant in the “Effective Communication Skills Workshop”, you will have the opportunity to:

- use words, phrases, and tactics that quickly ease tensions, clear the air, and bring good relationships back to the forefront;
- stay in control in conflict situations in order to gain understanding and growth;
- gain clear understandings of the nature of conflict between people and within working teams;
- effectively learn to set limits, boundaries and understand how to stop harassment;
- learn the importance of active and empathetic listening;
- explore and practice a variety of conflict management skills and techniques;
- gain skills to take a stand in a positive manner, while inviting others to do the same;
- apply joint problem-solving tools that create mutually beneficial results for all team members;
- develop a conflict management systems to apply in situations at work or at home.



**Peak Experiences**  
**The Learning Company**

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## PROGRAM CONTENT

“On numerous occasions, I’ve engaged Peak Experiences to facilitate the resolution of a variety of team conflicts and to assist in the creation of high performance teams and leaders.

Their unique approach can only be described as creative and on the edge. The outcomes have been amazing. I’ve witnessed dramatic and positive behaviour changes in people at all levels of management.

After participation in one of Peak’s workshop, some individuals have been inspired to examine their own lives and make a personal life style changes.

As a result of Peak’s influence, many life long relationships have been developed and individuals rely upon one another for support in both their business and personal endeavours.”

**Elizabeth Schofield,**  
Human Resources, Aliant

This workshop is designed to assess an individual’s behaviour in conflict situation’s. “Conflict Situations” are situations in which the concerns of two or more people appear to be incompatible.

The workshop is divided into three parts: part one offers a macro framework and looks at “what” conflict is, personal responses, as well as an in-depth look at our thinking and behavioural patterns: our aggressive, our security-based and our constructive styles of human interaction; part two introduces the concept of conflict management as a subsystem existing within the broader organizational system. Part three explores the emerging use of the principles of the Human Synergistics LSI Conflict and how it is being used by organizations today to create individual effectiveness in conflict situations. Through this process, we offer leaders an opportunity to assess, design, create, improve, evaluate and manage a more effective approach to managing conflict.

*Straight Talk for Conflict* will guide you in creating effective and healthy personal and professional relationships. Showing you how to implement strategies, deal with organizational resistance and constraints, learn the do’s and don’ts of conflict management, and making sure the design fits into the organizational culture. Theory, real-world advice, answers to your issues and concerns, common mistakes and pitfalls to avoid, specific pro-active steps for conflict interventions will be addressed - all in a light, fun and meaningful environment.

## WHO WILL BENEFIT MOST

If you are looking for ways to improve the way you and others deal with conflict, you will find a wealth of information in this powerful “*Straight Talk for Conflict*” workshop. This workshop is valuable for:

- those who want training on how to manage the human social and emotional components of their teams;
- individuals with a strong preference for ‘task’ orientation who may find the ‘process talk’ time consuming;
- anyone with a leadership role and responsibility in team or small group who wants the group to turn conflict into innovation and creativity.

**FOR FURTHER INFORMATION & REGISTRATION CONTACT OUR OFFICE AT:**

## Peak Experiences - The Learning Company

1959 Upper Water Street, Suite 1700 (Purdy’s Tower One),  
Halifax, Nova Scotia, B3J 3N2 Web: [www.peak.ca](http://www.peak.ca)  
Telephone: 902.482.4506 Email: [frank@peak.ca](mailto:frank@peak.ca)

