

HOW TO MANAGE **CONFLICT** & CONFRONTATION IN THE WORKPLACE

Learn to identify the “root causes” of interpersonal conflicts – and how to overcome them.

COURSE CONTENT

If you’re currently in the midst of “workplace drama,” here is some good news: there are steps you can take today to resolve the issues and get back to a pleasant, productive workplace environment.

In this program, Benson & Company will teach you the skills you need to resolve workplace conflict and move past confrontation. We will teach you how to identify the “root cause” of each issue—how to discover what is really bothering you or your colleague’s. We’ll teach you how to overcome these problems... so you can get back to focusing on what’s important.

Just Some of the Key Elements:

- **A new perspective on confrontation.** Learn to see conflict in a whole new light, and how you can use your newfound perspective to resolve conflict before it even begins
- **How to identify hidden resentments** that are bothering you or your colleagues. Most of the time, conflict isn’t about “surface level” disagreements—it’s about hidden emotions which may not even be known.
- **The proven steps you can take to keep disagreements from exploding into anger.** The key to strong relationships isn’t avoiding disagreements—disagreements are inevitable. The key is to manage these disagreements so they don’t turn toxic. We’ll teach you how.
- **How to use constructive feedback.** Constructive feedback is essential to productive relationships, but it’s easy to “cross the line” and wind up offending a colleague whom you’re just trying to help. We’ll teach you how to both deliver and receive constructive feedback gracefully and effectively.
- **Proven steps for controlling your temper.** After a long week of work, sometimes it doesn’t take much to make you “lose your cool.” But losing your temper never helps, and we will teach you proven techniques to help you keep your temper under control.
- **How to spot “warning signs” before it is too late.** Oftentimes, confrontation and conflict can be avoided if you simply know the warning signs to watch out for. We’ll teach you what to look for in others... and what to watch out for in yourself.
- **Which confrontations must be avoided at all costs.** Sometimes, confrontation is okay—or even helpful. But we’ll identify specific types of confrontations that can never end well, and we will teach you how to avoid them.
- **The steps you can take today to repair damaged relationships.** Are some of your workplace relationships “damaged” by past conflict? We will show you proven methods for addressing and healing these divisions—so that they won’t bubble up and cause trouble in the future.
- **How to take control in the first moments of a confrontation.** The first few moments are key in determining the course of a confrontation, and we’ll give you the tools you need to keep the situation under control.
- **How to take “negative energy” and transform it into productivity.** How effective would you be if you could turn hostility into productivity? We’ll teach you how to turn anger and frustration into positive energy.
- **How to avoid the “traps” that confrontational individuals will set.** We all know them—people who always seem to be looking for trouble. We will teach you how to spot and avoid common “traps” that they will set in order to draw you in to confrontation.
- **The secrets of communicating clearly during conflict.** When tempers flare and emotions rise, it can be very difficult to

Virtually every single professional has dealt with workplace conflicts and one time or another – and many are dealing with these challenges right now. Whether it’s caused by jealousy, competition for a promotion, or personal issues, workplace conflict is extremely damaging for everyone involved.



THE BEST PRINCIPLES OF Conflict Management in Action

CONTENT CONTINUED...

communicate clearly. We'll teach you the all-important skill of maintaining a clear head during confrontation.

- **How to make conflict a "turning point" in the relationship.** Oftentimes, conflict reveals an opportunity to address underlying issues and create a stronger relationship. We'll show you how to identify those opportunities and take advantage.
- **How to offer feedback without alienating others.** Providing feedback is a delicate but important task. Learn proven techniques that allow you to do it without "ruffling any feathers."
- **When it's okay not to address conflict.** Some of the time, you're better off avoiding conflict than addressing it directly. We'll show you when this is, and how to do it.
- **How to avoid common mistakes and errors that provoke anger.** Learn the most common inadvertent causes of conflict, and learn how to avoid committing these costly mistakes.
- **When to stop talking.** Sometimes, the more you talk, the worse things get. We will show you why this is the case, and what you can do to improve the situation instead of making it worse.
- **How to keep an unpleasant conversation or confrontation from ruining your day.** Have you ever started off your day with a confrontation, and been unable to get it out of your head all day long? We'll teach you how to process the situation... and then leave it behind.
- **To identify hidden insecurities in yourself and in others,** that may be responsible for confrontational behaviour. Hidden insecurities and vulnerabilities can make individuals behave irrationally and destructively. We'll teach you how to spot these weaknesses—and how to defuse them, whether for yourself or for your colleague.
- **And Much, Much More...**

Maintaining a pleasant and positive workplace environment is not only desirable—it's essential for productivity. But it is all too easy for personal problems and disagreements to tear people apart and create a toxic environment. In this program, Benson & Company will give you the tools and the proven techniques you need to resolve conflict and maintain strong, healthy relationships. "Burying the issues" only works for so long—until eventually they explode. Learn what it takes to restore strong workplace relationships today.

Our consultants and trainers are extremely experienced and talented professionals. We can create a program covering other topic areas that you may want to explore. Please contact us at info@bensonandcompany.net for more information about any of these or the following:

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|--------------------------------------------------------|---------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Time Management | <input type="checkbox"/> Project Management | <input type="checkbox"/> Communication Skills |
| <input type="checkbox"/> Dealing with Difficult People | <input type="checkbox"/> Stress Management | <input type="checkbox"/> Presentation Skills |
| <input type="checkbox"/> Leadership Skills | <input type="checkbox"/> Supervisory Skills | <input type="checkbox"/> Personal Assertiveness |
| <input type="checkbox"/> Team Building | <input type="checkbox"/> Customer Service | |

If you would like additional information on Benson & Company Key-note and Business Speaking services, call or email us at the address below.



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