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MANAGING CONFLICT WITH CONFIDENCE PROGRAM DESCRIPTION

Presenters: Marci Moore, ACC and Pam Williams, ACC
Title: Chief Innergy Officers
Company: Innergized!™, Inc.
Format: 90 minutes, conference breakout session or half-day workshop

Conflict happens! If your current approach to conflict is to run away as fast as you can, avoid the conflict for as long as you can or unleash your inner five-year old (“did not! did too!”), there is a better way.

Each of us has a choice about our responses to conflict – we can use the destructive behaviors we learned on the playground and escalate conflict or we can choose positive, constructive behaviors that enhance communication and ultimately strengthen our personal and professional relationships.

This interactive session will introduce essential conflict management skills and give attendees practical, positive ways to respond to and manage conflict with confidence

Marci and Pam use customized and humorous audience interaction, personal stories and real-life examples to create an inspiring and memorable learning experience for attendees.

Learning outcomes for session:

Following this presentation, participants will:

- ◆ Increase confidence in using constructive conflict management behaviors
- ◆ Identify “hot buttons” that are most likely to provoke conflict
- ◆ Develop an action plan to improve their conflict management behaviors
- ◆ Eliminate conflict behaviors that cause the most problems
- ◆ Understand their personal Conflict Dynamics Profile® results*

Discussion Points:

- ◆ Opening story/introduction/definition of conflict
- ◆ Understanding the cost of conflict to organizations and individuals (group discussion)
- ◆ Advantages of positively managing conflict (group discussion)
- ◆ Conflict management skills overview
- ◆ Managing conflict role play (small group exercise)
- ◆ Personal action plans for improving conflict management (individual reflection exercise)
- ◆ Conflict Dynamics Profile® overview*
- ◆ Practice Interpretation exercise (small group exercise) and interpretation of personal results (individual reflection w/ assistance as needed from certified CDP® administrator)*

* Available only for half-day sessions that include the Conflict Dynamics Profile®, purchased separately, for each individual attending

“You two certainly do exemplify professionalism in all areas and serve as great role models for the people you train.” **Pam Waters, Director, Southern Coast ATTC, Tallahassee, Florida**

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