
MANAGING CONFLICT WITH CONFIDENCE (FOR LEADERS)
PROGRAM DESCRIPTION

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

Conflict happens! Experts tell us that today's leaders and managers spend between twenty and forty percent of their time dealing with conflict. Ineffective conflict management eats away at valuable financial resources and staff time. The way a *leader* handles conflict models conflict management for everyone on the staff.

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.

As a leader, you have a choice about your responses to conflict – you can use the destructive behaviors you learned on the playground and escalate conflict or you can choose positive, constructive behaviors that enhance communication and ultimately strengthen relationships with your staff and colleagues.

This interactive session will introduce attendees to essential conflict management skills and give them 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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