

# Do you cringe at the thought of **conflict**?

LEAD **(2)** GOALS

5-WEEK COURSE

## CONFLICT & NEGOTIATION

If so, this is normal. However, there is a way to **see conflict as a good thing!** During this course, we'll focus on learning the process for effective negotiation that ensures positive outcomes. In the end, your view of conflict will change and in turn, your approach to conflict will provide the foundation for synergy between your team members. This is a virtual course, comprised of five (5) 80-minute sessions, but can also be taken as a 1-day seminar.

### ✔ INCLUDED FOR YOU:

- Five 80-minute group sessions with an expert in the field
- Exercises to help you mitigate conflict
- Exercises that prepare you for negotiations
- Simulated conflict and negotiations with peers

### ! FOR YOU TO DISCOVER:

- Discover how listening can disarm your opponent
- Mitigate conflict, encourage dialogue and create synergy
- Embrace conflict as an opportunity to learn and grow
- Processes to develop a game plan for negotiations

### 🎯 ASKED OF YOU:

- Learn an alternative to Fight or Flight syndrome
- Turn an adversary into an ally
- Develop skills that enable you to share information without confrontation
- Develop long term strategies to win the war, not just the battle

### ⚙️ OPPORTUNITY FOR YOU:

- Engage in dialogue and eliminate fight or flight tendencies
- Overcome emotional responsiveness and get what you want
- Understand how a need to win, keeps you from winning
- Gain respect from your peers and associates

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“Negotiation is often described as the art of letting the other side have your way. You have to give the other side a chance to put stuff on the table voluntarily.”  
— Christopher Voss