

## Conflict Resolution Seminar

This seminar outlines common behaviors that negatively impact the workplace. Insights and examples are presented to help understand the effect of specific actions or reactions, motivating change.

Many tools are offered including:

- Recognition of emotional triggers
- Understanding magical thinking-assumptions
- Boundaries
- Stress reduction

Common workplace issues covered are:

- Non-communication–verbal shut downs
- Avoidance–calling in sick
- Complaints without suggested solutions
- Resistance to change in job description or personnel–increased stress levels
- Resistance to resolving disputes or addressing counterproductive behavior
- Garden-variety paranoia–real or imagined
- Resentments–feeling unappreciated or disrespected, and the attitudes of entitlement

The individuals within each group dictate the dynamics in the workplace, whether a family owned business or large corporation. Problematic interactions within the group take away from individual efficiency and affect overall productivity.

Numerous long-term tools are also outlined to improve morale and attitudes using productive approaches to problem solving, thereby reducing normal friction that does occur. This is especially important because it often determines the attitude each person chooses to approach their tasks with, and as significant, the resulting attitude that they take home. This frequently causes an aggravating cycle that is then brought back to work – a crazy-making treadmill.

Options: Brown Bag (2 hours) and Full Day (6 hours). Seminars can also be customized. Email Rose at [mtaylor@creativeresolutionstoday.com](mailto:mtaylor@creativeresolutionstoday.com) for more information or to book a seminar for your business or group.

Based on Rose Taylor's book *Your Conflict, Your Resolution – A Practical Guide* (revised 2nd Edition)

