



CHANGE



Haven't Got Time for the Pain? **Spotlighting Solutions for Conflict**

Conflict, whether you want to admit it or not, is an inevitable part of life. When understood, conflict allows us to see issues from different perspectives, find solutions beyond the obvious, and create energy and excitement. If mismanaged, conflict goes underground, damages relationships, and hinders productivity. When organizations and individuals learn that well-managed conflict can be a powerful catalyst for change, they can build effective teams more quickly. Those who avoid or mismanage conflict risk the erosion of trust, communication, and progress. How is conflict affecting your organization?

Join Chris Clarke-Epstein, CSP as she presents a common sense approach to conflict in the workplace. You'll have the opportunity to explore and work with practical concepts that will help you understand the implications that conflicts have for you and your organization. You'll leave with tools you can use, strategies you can implement, and the courage to do more than just avoid conflict.

This custom designed program filled with Chris Clarke-Epstein's well-known style—a balanced blend of humor and substance—will add to your meeting as an exciting opportunity for learning, involve attendees in positive participation, and ready them for practical action when they return to their offices.

Based on the needs of your group and the length of your program, **Haven't Got Time for the Pain?** may include the opportunity for participants to:

- Understand the three things they can do with conflict
- Identify their personal conflict reactions
- Explore five ways to resolve a conflict
- Recognize the warning signs of a brewing conflict
- Have fun
- Develop an individual action plan to turn today's ah-ha moments into practical action