



## **Workshop Abstract**

### **Session: Dealing with Difficult People and Conflict**

Every workplace has people who have been identified as “difficult” and yet a team without conflict is a team without passion. All top performing teams must have conflict. If done correctly, positive conflict can lead to greater creativity, closer relationships and greater results. When done incorrectly, negative conflict can lead to poor morale, passive-aggressive behaviors, dysfunctional relationships, poor performance, a miserable culture and even legal issues.

#### **Our Workshop**

In this interactive session participants will:

- ✓ Gain insight into ways to diffuse angry and difficult individuals
- ✓ Learn why teams need conflict
- ✓ Identify key ways NOT to have conflict
- ✓ Explore sources of organizational conflict
- ✓ Gain insight into multiple interpersonal factors that create conflict
- ✓ Practice a conflict conversation model that diffuses upset individuals
- ✓ Explore how to turn conflict into collaboration
- ✓ Identify conflict situations in their life where they could practice this model

All participants will leave equipped to handle personal conflict situations at home and at work.

#### **Contact information**

For further information on these sessions feel free to contact us at Advantage Coaching & Training, Inc., 480 East Roosevelt Rd; Suite 105, West Chicago, IL, 60185; phone: (630) 293-0210 x 102; email: [info@advantagecoaching.com](mailto:info@advantagecoaching.com).