

**Tactics, tools and skills to manage conflict with  
AMAZING RESULTS**

# **Excellence in Conflict Management**

**Breakthrough Seminar for Women**



**Special Bonus: FREE “Assertiveness Skills for Women” one hour teleseminar. Learn specific techniques to build, boost and develop your self confidence and assertiveness. Valued at \$79**

**Are you experiencing conflict in your life?  
Is out-of-control workplace conflict hampering productivity?  
Lowering morale?  
Damaging relationships?  
Creating staff tensions and stress?  
Maybe even causing increasing absenteeism?**

**Let’s face it, conflict is challenging, emotionally confronting, and disruptive. But it doesn’t have to be. There is a way to effectively resolve differences, minimize conflict, handle frustration and anger, strengthen relationships and teams, and keep everyone motivated and focused on maximizing productivity.**

**Excellence in Conflict Management will teach you to identify the real source of conflict, how to master a range of appropriate behaviors to effectively deal with conflict and prevent it from escalating, effectively controlling both your anger and other people’s anger, and you will learn how to manage these issues with confidence and poise. Armed with these skills you will enjoy far less stress, greater cooperation, improved relationships and improved productivity.**



# Program Outline

## **CONFLICT MANAGEMENT STRATEGIES THAT WORK**

- Understanding conflict and a 7 step framework for conflict management
- A common mistake that escalates conflict – indulge in it at your peril
- How to deal with putdowns and insults
- The five conflict management styles
- Understanding the relationship between personalities and conflicts
- Personality Profiling

## **CONFLICT COMMUNICATION STYLES**

- 8 step framework for evaluating and accepting negative feedback calmly
- How to accept negative feedback when justified
- Emotionally charged statements that MUST be avoided
- 7 Common pitfalls that must be avoided
- 8 Steps for providing constructive criticism
- The formula for giving feedback that gets results
- The benefits of mirroring and what to do
- The importance of words and power phrases
- Do's and don'ts of communicating via email

## **CULTURAL, GENDER AND GENERATIONAL DIFFERENCES**

- Minimize cultural differences
- Understanding the impact of gender differences
- How to increase understanding of generational differences

## **MANAGING YOUR ANGER AND EMOTIONS**

- Emotional triggers and provocation of anger
- Understanding the importance of values, thoughts and beliefs
- The physical and health consequences of anger
- Identifying the real source of anger
- Identifying the daily stressors in your life
- 6 steps to expressing your anger productively
- What to do when emotions start to escalate
- Get your message across without escalating the conflict
- 11 Proven strategies for diffusing anger
- The power of thought and language
- How to manage and control your tears (females)

## **RESPONDING EFFECTIVELY TO OTHER PEOPLE'S ANGER**

- 4 steps to validating other peoples anger without aggravating the situation
- Important do's and don'ts you need to practice
- What to do if our actions or behavior have contributed to the conflict

## **CARING FOR YOUR HEALTH**

- How to say “NO” without creating misunderstandings or hurt feelings
- Self imposed limitations you must avoid at all costs
- Powerful ways of handling rejection without feeling hurt or demoralised
- Keys to improving self esteem and reducing internal conflict

# In just one day you will learn lifetime skills for effectively dealing with conflict

- Coping strategies for dealing with challenging situations
- New and effective techniques for dealing with difficult people
- How to prevent conflict from escalating and how to diffuse it
- Powerful listening techniques that build communication
- Proven ways to manage your and other people's anger and emotions
- How to give feedback that motivates and encourages results
- Powerful change management strategies
- How your own behavior and attitudes and communications style can impact relationships
- Power words and phrases to assertively get your message across in a non threatening way

**Conflict Management Life skills – giving you the confidence and ability to manage any situation with poise and positive results!**

**Call Now**

**(03) 9440 7788**

**IN-HOUSE: This program can be delivered in-house and tailored to your specific requirements and timetable. Call Silvia now on (03) 9440 7788 to find out more.**

Your trainer is Silvia Wright-Davies. Businesses whom have benefited from her seminars include: Nestles, Konica, Salmat, Strapp Ford, Otis Elevators, Ray White Real Estate, National Australia Bank, Lane Toyota, Bayer Healthcare, Leading Solutions, Vodafone, Powercor, CACI Clinic, White Gloves Cleaning Service, Pannell Kerr Forster, AmCham, ACI, GMAC Insurance, The Professionals Real Estate, Tupperware, Barry Plant, APIG, Woodards, ANZ, L. J. Hooker, Cayzer Real Estate, Hume City Council, Australian Unity Insurance, to name a few.

**Don't take our word for it. Read what past participants have to say:**

*“Conflict at work has been reduced since I attended this training. I have been able to apply the skills and techniques well and I feel more confident and comfortable in dealing with people every day.”* Dianne Braham Global Communications Carnegie Vic

*“Brilliant! Two months after attending this training, my new conflict management skills have proved their worth and helped me achieve win-win resolution to work related conflict”.* Janet Brien Cost Savers Network Glen Waverley Vic

*“Today has been great and will prove invaluable when the learnings are applied to real life situations”.* Alan Mee Teacher Lillydale Primary School Vic

## Meet your trainer.

Silvia Wright-Davies has been working with organizations to reduce conflict, create winning teams, accelerate sales and profitability, and she empowers businesses to improve their bottom line. Her training embraces three vital components that are designed to help her clients achieve a balanced and successful business and personal life: business consulting, corporate training and seminars.



Hi, I'm Silvia and I hope to meet you in person. I promise you that when you attend my course you will return to the office full of ideas and enthusiasm, but more importantly with the motivation to put them into action.

### 5 EXCELLENT REASONS WHY YOU SHOULD ATTEND:

**WHAT'S INCLUDED IN YOUR FEE:** You will receive your own workbook, and a Certificate of Completion.

**100% TAX DEDUCTIBLE:** These conflict management seminars are designed to improve work skills and abilities and are 100% tax deductible as a business training expense.

**GUARANTEE:** We are so confident that this Conflict Management seminar will increase your ability to manage conflict effectively that we guarantee a full refund.



**GRADUATES:** As a graduate of a public seminar you may attend a complementary refresher course at a future date.

**WHO SHOULD ATTEND:** Business owners, managers, supervisors, customer service staff, anyone wanting to 'keep their cool', effectively deal with conflict 'head on', and negotiate win-win outcomes.



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