



## Conflict Management for Everyone

### Topic Importance

What issues are preventing you from meeting deadlines? Are they related to personality or process? This **Interactive Workshop** will guide you to develop action plans to enjoy a productive and friendly work environment. You will learn how to quickly isolate obstacles and develop action plans.

### Objectives

During this workshop, you will have opportunities to:

1. Identify work and environment issues – **Team Exercise**
2. List different personality types and coping techniques – **Role-play**
3. Create communications strategies – **Role-play**
4. Prioritize obstacles to resolve critical ones first – **Team Exercise**
5. Develop action plans for the biggest return on investment – **Team Exercise**

### Benefits

In 3 short hours you will learn:

1. Five common personality types
2. Five coping strategies
3. Seven techniques to improve communications
4. How to resolve a current issue

### Expertise

Acquired from several years as a Corporate Manager, from MBA and Ph.D. (ABD) studies and research. Successfully apply these techniques as a Corporate Trainer and Motivational Speaker who delivers training workshops and keynote speeches to organizations.

### Target Audience

Administrators, Business Owners, Executives, Managers, Professionals, Supervisors, Support Staff and anyone who wants to resolve issues quickly

### Duration

3-Hour **Interactive Workshop**

### Class Size

10-12 participants - optimum for increased personalized attention and more interactions

## Why **P**ositive **A**ctions

Over the past four years, **P**ositive **A**ctions has motivated teams to increase productivity, teamwork and communications with each other and their customers through customized cost-effective Training Seminars and Motivational Speeches. Positive Actions quickly provides customized, creative, cutting-edge and cost-effective training solutions to satisfy your training needs. For example, we had a 2-day turnaround to provide training solutions to a major corporation that we successfully accomplished. Organizations save time and money and increase productivity that will in turn increase their bottom line by using techniques learned in our workshops.

Additionally, **P**ositive **A**ctions provides timely follow-up to enhance business objectives.

*"Thank you for your wonderful seminar on Public Speaking. My group of trainers as well as myself learned so much from the exercises. We all felt empowered and more confident in our training capabilities."*

L. Rones, Nordstrom Regional Director

**Invest in your employees with **P**ositive **A**ctions today—satisfied employees provide fantastic customer service!**

**"Companies that invest above the average in employee learning outperform the stock market by more than 45%. Those that don't, under perform by 22%." (ASTD/Bassi).**

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[www.positiveactions.com](http://www.positiveactions.com):    View a 5-min "Public Speaking" video,    Subscribe for **Ezine**,    Complete Survey & **get 10% off**

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