

The Courage to Confront: Problem Solving in the Face of Conflict

Session Details

Faculty:	Dr. Scott Allen	Date:	Thursday, May 28, 2020
Location:	Vantage Venues 150 King Street W, 27th Floor, Toronto ON M5H 1J9	Sign In:	8:30 AM
Phone:	+1 416-366-4228	Session:	9:00 AM - 4:00 PM

Session Description

It takes courage to confront. This thought-provoking and interactive session will begin with a deep dive into emotional intelligence and why emotions are critical to your success. We also explore seven basic conflict management styles that each have a time and a place depending on your goals and objectives.

Biography

Scott J. Allen, Ph.D., is the Standard Products Dr. James S. Reid Chair in Management at John Carroll University. Allen is an associate professor and teaches courses in leadership, management skills, and executive communication. In 2014 he was awarded the Wasmer Outstanding Teaching Award for his work in the classroom. Scott has published more than 50 book chapters and peer-reviewed journal articles. His most recent project is a leadership textbook *Discovering Leadership: Designing Your Success* (2019). In addition to writing and speaking, Scott consults, facilitates workshops, and leads retreats across industries. Engagements include: Lubrizol, Key Bank, Federal Reserve Bank of Cleveland, Sherwin Williams, Progressive, Vocon, Forest City, NASA-Glenn, Cleveland Clinic, Medical Mutual, Leadership Cleveland, YWCA of Cleveland, and Cleveland Orchestra. Scott is the chair and co-founder of the Collegiate Leadership Competition and has served on the board of the International Leadership Association, Association of Leadership Educators, and OBTS Teaching Society for Management Educators.

Time Allocation - Topics

20% Emotional Intelligence: A Deep Dive

- Emotional Intelligence
- Immunity to Change Activity

5% The Team! Diagnosing Difficult Behaviors

30% Seven Basic Conflict Management Styles

- Compromising
- Obviating
- Nothing (Avoiding)
- Forcing
- Listening
- Indulging
- Collaborating
- Talking/Gossip

30% Navigating Difficult Conversation

- Communicate the behavior (Step 1)
- Own your statement (Step 2)
- Name the impact (Step 3)
- Fully listen (Step 4)
- Reflect and respond (Step 5)
- Options moving forward (Step 6)
- Negotiate solution (Step 7)

- Thank you (Step 8)

15% Modeling/Coaching

FOR REGISTRATIONS PLEASE CONTACT: **Daniel Menard**
Phone: **+1 (647) 551-2530** Email: **toronto@ims-online.com** Website: **www.ims-online.com**