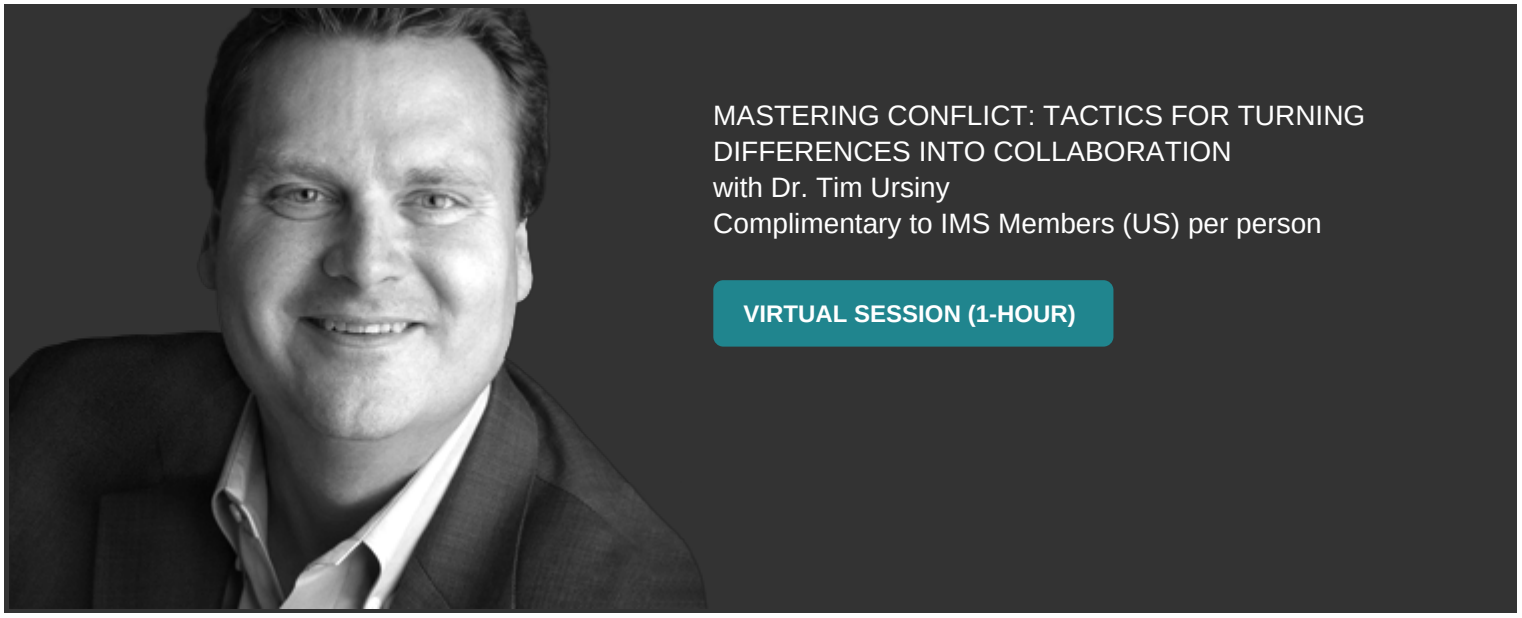


MASTERING CONFLICT: TACTICS FOR TURNING DIFFERENCES INTO COLLABORATION

A team without conflict is a team without passion. In order to thrive, talented people must have the ability and the opportunity to share differences of opinion.

That said, conflicting priorities, positions and personalities can often put individuals and teams at odds with one another. When done incorrectly, negative conflict can lead to low morale, passive-aggressive behaviors, dysfunctional relationships, poor performance and a miserable culture. However, when done well, conflict can lead to greater creativity, closer relationships, improved results and a top performing culture.

This program will give participants perspectives and tools to handle difficult situations and create greater alignment, even for those who tend to avoid conflict.

In this session participants will:

- Explore why teams need healthy conflict
- Learn common causes of conflict
- Examine the top reasons why some people avoid conflict
- Discuss secrets for facing conflict effectively (even if you dislike it)
- Explore how to turn conflict into collaboration

All participants will leave equipped to effectively face and handle conflict and difficult discussions.

DR. TIM URSINY

Dr. Ursiny is a psychologist, coach, speaker and the founder of Advantage Coaching & Training. He has been coaching individuals and teams for decades specializing in mental, emotional, and behavioral change. Dr. Tim is the author or coauthor of 14 books focusing on the psychology of performance and the psychology of communication. He has two books written specifically on addressing conflict which are "The Coward's Guide to Conflict" and "The Top Performer's Guide to Conflict".

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