IMS



MASTERING CONFLICT: TACTICS FOR TURNING DIFFERENCES INTO COLLABORATION
with Dr. Tim Ursiny
$395 (US) per person

VIRTUAL SESSION (3-HOUR)

MASTERING CONFLICT: TACTICS FOR TURNING DIFFERENCES INTO COLLABORATION

A team without conflict is a team without passion. Talented people will have divergent opinions, differing ideas and alternative perspectives. So, conflict is a necessary part of our lives, especially for top-performing teams. That said, when done poorly, negative conflict can lead to low morale, passive-aggressive behaviors, dysfunctional relationships, poor performance, a miserable culture and even legal issues. This program will give participants perspectives and tools to handle difficult situations and create greater alignment, even for those who tend to avoid conflict. Attendees will learn how to take a conflictual situation and turn it into a collaborative effort where all parties feel heard, respected, and valued.

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".

TOPICS COVERED

THE RELATIONSHIP BETWEEN TRUST AND CONFLICT
OVERCOMING THE FEAR OF CONFLICT
THE FOUR TOP METHODS FOR DEALING WITH TOUGH CONVERSATIONS
WAYS TO HAVE HEALTHY CONFLICT EFFECTIVELY WITH DIFFERENT PERSONALITIES
METHODS FOR DEFUSING CONFLICT AND CREATING A COLLABORATIVE CULTURE

FOR REGISTRATION PLEASE CONTACT: **Mark Jesty** - IMS Regional Director - Toronto
Phone: **+1 (905) 449-8787** Email: **toronto@ims-online.com** Website:
https://ims-online.com/leadership-development/Toronto/26