



YOUR NEW TOOLKIT FOR MANAGING CONFLICT  
with Dr. Jason D. Patent  
\$395 (US) per person

VIRTUAL SESSION (3-HOUR)

## YOUR NEW TOOLKIT FOR MANAGING CONFLICT

---

Conflict is a daily reality in life and work - whether or not we call it "conflict." Different people have different wants and needs, providing the seeds for conflict.

When in conflict, we often want to fast-forward to resolution. The problem is, we get so hung up on how conflict is being handled that it's often hard to get to what is behind the conflict. We need to get better at noticing how we react negatively to others' conflict styles, so that we can more readily de-escalate conflict, and get on with addressing the underlying issues.

In this highly interactive program, Dr. Patent introduces four "intercultural conflict styles": different approaches that we take to conflict, which are shaped by the cultures that we belong to, and by our individuality.

After identifying your own conflict style, you'll work in small groups with others who share your style, and then give the rest of us some advice on what to do (and what not to do) when in conflict with you. Then, we'll work in pairs actually practicing de-escalators, so that you're ready to use them when you need them.

You'll emerge with a whole new kind of awareness and skill set that will have you ready the next time you find yourself in conflict with someone.

# DR. JASON D. PATENT

---

Jason D. Patent, Ph.D. is an organizational leader, consultant, author, thought leader, instructor, and workshop facilitator in the fields of global leadership and global diversity, equity, and inclusion. He loves partnering with organizations of all kinds to create thriving workplaces and classrooms where people feel they truly belong, and where they can unleash their full talents. He explores all of these themes in his 2023 book, *Humanly Possible: A New Model of Leadership for a More Inclusive World*.

In his seven years as Director of the Robertson Center for Intercultural Leadership (CIL) at U.C. Berkeleys International House, Jason and his team built out a suite of impactful workshops and courses for leaders and students from all six continents, and for organizations from local nonprofits and governments, to top universities, to Fortune 100 companies.

Jason has served as American Co-Director of the HopkinsNanjing Center for Chinese and American Studies in Nanjing, China; Inaugural Director of the Stanford Program in Beijing; Consultant at Gap International; and Vice President, Communications & Marketing at Orchestrall, Inc.

## TOPICS COVERED

---

PERSUASIVE SPEAKING  
ACTIVE LISTENING  
CRAFTING COMPELLING MESSAGES  
INFLUENCE THROUGH COMMUNICATION

FOR REGISTRATION PLEASE CONTACT: **Anne Kurzrock** - IMS Regional Director - Chicago  
Phone: +1 (775) 322.8222 Email: [chicago@ims-online.com](mailto:chicago@ims-online.com) Website:  
<https://ims-online.com/leadership-development/Chicago/6>