



Mike Roberts
President, PDS

"Give me one day with your people, and I'll give you employees you can count on in tough times."



Managing Conflict and Confrontation

Learn how to build successful relationships that result in increased trust, harmony, and teamwork.

Stopping conflict before it starts is critical to success. Today's workers are faced with greater challenges than ever before. Different points of view, coupled with high levels of stress can lead to anger, conflict, and confrontation between people. The heavy cost inflicted on organizations due to low morale, lack of cooperation, and poor productivity can be destructive to your organization.

Workshop Agenda

- **Assessing Your Attitudes**
- **Managing Anger and Emotions.**
- **Responding to Negativity in Others.**
- **Conflict Management Strategies.**
- **Communicating Through Conflict.**

Experience These Benefits

- ✓ **How your individual personality drives your emotional responses.**
- ✓ **Strategies for build trust, respect and mutual understanding.**
- ✓ **3 "Immediate" steps to help you gain control.**
- ✓ **Vital ingredients for rewarding successful relationships.**
- ✓ **Situations where you should avoid a confrontation at all costs.**

"Your unique style is entertaining, and at the same time it is impossible for a person to leave one of your sessions without feeling motivated and inspired by what they have learned."

**Pamela Stephens, President
Security One Federal Credit Union**