

# Victory Performance Consulting

Helping good people change the world.



## MANAGING CONFLICT

### *How to Move from Opposition to Agreement*

If an organization never experiences conflict, something is wrong. Conflict is inevitable, but it doesn't have to be counterproductive, and it should never be destructive. This program will examine the origins of interpersonal conflict, help you identify your conflict response and resolution styles, and introduce techniques to help you manage conflict more effectively. Want to move from opposition to agreement? This program will show you how!

### **Format and Duration:**

- Online (worldwide) or onsite (Americas, Europe, Asia); 4 hours

### **Learning Objectives:**

- Examine the origins of conflict
- Identify barriers that hinder resolution efforts
- Apply proven conflict resolution techniques
- Reduce resistance and build consensus

### **Leadership Competencies:**

- Conflict resolution
- Building collaborative relationships

### **Fields of Study:**

- Business management & organization
- Personal / professional development