



Performance Training Resources

[Course Description Overview »](#)

Win-Win Solutions for Daily Conflict

Formats: [4-hour virtual course](#) | [1-day instructor-led onsite](#)

This highly energetic program teaches you the power of compromise, the art of communication, and the strength of synergy. You'll learn how to handle anger and confrontation, strengthen relationships, and effectively navigate small disputes as well as highly charged arguments. You'll see a difference right away, and your workplace will be happier, more enthusiastic, and much more positive.

[Learning Objectives »](#)

- Assess your conflict style
- Understand differences in others and how to respond to them
- Use a proactive approach to preventing conflict
- Manage emotions for positive outcomes
- Defuse anger and avoid confrontation
- Create a positive work environment and develop a professional code

[Course Agenda »](#)

Understanding Conflict

1. Sources of Conflict
2. Behavior Patterns of Conflict
3. It Starts with You
4. Johari Window
5. Perception Check
6. Conflict Styles



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7. Preventive Measures

Working Through Conflict

1. FAST Preparation
2. Techniques for Handling Conflict
3. Principled Approach to Cooperation
4. Responding to Criticism
5. "I" Language
6. Empathy
7. Dealing with Difficult People
8. Defusing Anger
9. Directional Dialogue

Developing a Positive Environment

1. Building Consensus
2. Developing a Professional Code

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