

Workplace Conflict and Negotiation

***Business
Issue***

Money, time, people, technology – when you combine these elements, it is a recipe for conflict. How much downtime does your company experience as a direct result of conflicts that have escalated, consultants and sales people who are not effectively partnering, clients who are not receiving optimal service? Conflict that is not recognized early and resolved effectively can lead to low employee productivity and morale, along with client satisfaction and retention issues. To maintain your competitive advantage, you need the entire organization to focus on developing strategies to quickly and effectively resolve conflict, while building trust and commitment with clients and colleagues.

***Advance
Consulting
Solution***

Advance Consulting's ***Workplace Conflict and Negotiation*** learning system provides an opportunity for an organization to build a common understanding and framework for working through challenging conflict situations. Participants will develop proven strategies for quickly and effectively recognizing, resolving and preventing conflict. The benefits of developing conflict strategies are significant in terms of increasing productivity, reducing stress, developing collaborative relationships, encouraging diversity of ideas, and working together to reach business goals.

***Program
Content***

- ◆ **Conflict Simulation:** Participants experience real-life conflict in a fun and thought-provoking simulation.
- ◆ **Conflict Styles:** Conflict styles are identified and strategies are developed to deal effectively with people with differing approaches to resolving conflict.
- ◆ **Recognizing Conflict:** By recognizing the emotional level and stage of conflict, participants are better prepared with strategies for resolving conflict.
- ◆ **Resolving Conflict:** A practical model is introduced for resolving conflict quickly, while increasing trust and commitment.
- ◆ **Preventing Conflict:** Participants learn to analyze the root causes of conflict and develop strategies for preventing conflict.
- ◆ **Application:** Participants use real-world, practical examples to work through their most challenging conflict situations.

***Target
Audience***

Managers and professionals who interact with clients, alliance partners, team members, management and peers.

(continued)



Workplace Conflict and Negotiation *(continued)*

*Program
Delivery*

Workplace Conflict and Negotiation is delivered in a one-day, interactive format. Deluxe options include customization, consulting, and action learning sessions.

*Learning
System
Approach*

Our team will work with you from launch through implementation and reinforcement. Our goal is to ensure that the skills and tools learned are applied and integrated with your methodology and processes to achieve your business results.

*Business
Results*

Client Retention and Development

- ◆ Uncover roadblocks through preventative processes
- ◆ Maintain and enhance business relationships by implementing conflict resolution processes
- ◆ Heighten trust and loyalty by resolving conflict “just-in-time”
- ◆ Identify areas of improvement and uncover business opportunities by encouraging differences of opinion

Employee Retention and Satisfaction

- ◆ Broaden perspective and see the value in giving voice to differing opinions
- ◆ Increase self-awareness and develop the capacity to choose collaboration over conflict
- ◆ Build a forum for open and trusted communication by learning to respect differences of opinion
- ◆ Capacity to resolve conflict “in the moment” is integrated through online reinforcement tools

Process and Productivity Improvements

- ◆ Uncover root causes of conflict
- ◆ Mitigate escalation of conflict
- ◆ Bring best ideas/best practices to the surface via clear communication channels
- ◆ Mitigate backroom conversations and reduce “water-cooler time”

Advance Consulting specializes in developing the consulting, communication, and conflict skills required to build powerful, influential partnerships with internal and external clients. Our focus is to transform technical experts into consultants who create business opportunities that contribute to the bottom line, customer satisfaction, and increased productivity.

For more information, please contact Advance Consulting at 831.372.9444, email advanceinfo@advanceconsulting.com, or at www.advanceconsulting.com



467 Alvarado Street, Suite 4, Monterey, CA 93940
tel: 831.372.9444 fax: 831.372.9450 www.advanceconsulting.com

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