

From Tense to Terrific: Conflict Management in Organizations

Once a business has more than one person working in it, conflict is inevitable. Contrary to popular thought, conflict in an organization is not a symptom of dysfunction. Rather, it is the way conflict is handled that determines the value of the conflict. Well-managed conflict produces better decision-making, diversity of thought, increased commitment to the goal and reduced inter-personal friction. Conflict is actually good for the business!

Successfully managing conflict involves understanding each individual's personality, communication styles and preferred approaches to conflict. Some people prefer to avoid conflict, while others naturally want to accommodate, compete, compromise or collaborate in a tense situation. By expanding your self-awareness first and then the awareness of other's predetermined conflict styles, an understanding of the interpersonal dynamics is achieved.

In this session, you will identify your preferred style of handling conflict and understand how to better work with others whose prefer a different style. Prepare to be challenged to engage in non-dual thinking and big-picture approaches to problem solving. This appeal will draw out your highest level of leadership ability and will help you influence your team to consider many perspectives in decision making. You need never view conflict again in the same way!

What participants are saying:

"There is a lot I need to work on with my conflict management skills. I now appreciate that conflict is not necessarily a bad thing in my team."

"There is a lot to think about in this speech. Thanks!"

"I am involved in a very contentious atmosphere at my office so this was a timely topic. I got several good tips for handling arguments."



About the Speaker

Kristin Robertson, President of Brio Leadership, is an executive coach, organizational design consultant and group facilitator who focuses on mid-sized family owned businesses. Results of her work include reduced operational costs, employee development, productive teams and an effective organizational culture. Her passion is to help leaders and organizations transform their businesses so they can make a lasting positive change in the world. She is a faculty member for TalentSmart, a premier provider of emotional intelligence training, assessments and resources, and serves as an adjunct executive coach for a large talent management firm.

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