



## **Workshop Abstract**

### **Session: Mediating Conflict**

A team without conflict is a team without passion. All top performing teams must have conflict. If done correctly, positive conflict can lead to greater creativity, closer relationships and greater results. When done incorrectly, negative conflict can lead to poor morale, passive-aggressive behaviors, dysfunctional relationships, poor performance, a miserable culture and even legal issues.

#### **Our Workshop**

In this interactive session participants will:

- ✓ Learn why teams need conflict
- ✓ Explore sources of organizational conflict
- ✓ Gain insight into multiple interpersonal factors that create conflict
- ✓ Practice a conflict conversation model that diffuses upset individuals
- ✓ Learn a step-by-step process for mediating conflict between others

All participants will leave equipped to handle personal conflict situations and mediate conflict between those they lead.

#### **Contact information**

For further information on these sessions feel free to contact us at Advantage Coaching & Training, Inc., 480 East Roosevelt Rd; Suite 105, West Chicago, IL, 60185; phone: (630) 293-0210 x 102; email: [info@advantagecoaching.com](mailto:info@advantagecoaching.com).