



## CONFLICT RESOLUTION

### WORKSHOP DESCRIPTION

Conflict in the workplace is inevitable; however, that is not necessarily a bad thing. If handled correctly, workplace conflict actually can lead to better decisions and stronger relationships among co-workers. Unfortunately, most conflict is **NOT** handled correctly, which is where this training comes in. Specifically, this highly interactive session uses the results of the Thomas-Kilmann Conflict Mode Instrument to teach participants practical conflict resolution skills that can be applied immediately.

### WORKSHOP OBJECTIVES

Upon completion of this program, participants will be able to:

- Identify the underlying sources of conflict, as well as the patterns of conflict behaviors that create and worsen most workplace conflicts;
- Leverage their individual conflict-resolution style strengths, while compensating for their individual conflict-resolution style weaknesses, as identified by the *Thomas-Kilmann Conflict Mode Instrument*;
- Recognize and effectively apply the Five Modes of Conflict Resolution; and
- Apply specific conflict-resolution tips and techniques to more effectively resolve workplace conflict.

**For more information – or to schedule a workshop – contact Marathon Leadership® today!**



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