

Program Announcements

The Experience Solving the Puzzle of Effective Conflict Resolution

Managing conflict is without question one of the most important skills managers must master early in their careers. Too often managers rely on the polar opposites of avoidance or aggressive confrontation to resolve conflict. They are typically unaware of the range of skills between those two opposites that can be used to resolve conflict. Done well, conflict resolution creates better decisions, fosters constructive communication, enhances task progress and efficiency, and improves performance of non-routine tasks. In short, personal and organization effectiveness is improved when managers understand and are skillful at resolving conflict. During the course of this seminar you will learn:

1. how you view conflict and conflict situations
2. your preferred approaches to conflict management
3. the skills for productive conflict
4. your strengths and weaknesses in using those skills

The Process

This is a highly interactive and experiential program offered in an intimate environment. The size of this class is such that each of you will have the time and attention needed to leave this session with new options, new skills and a realistic set of next steps - to increase your effectiveness.

Tools

In order for you to take full advantage of this program there are specific tools that we use that are important for you to apply with rigor.

Assessments: You will be asked to complete one of the most validated management assessment inventories currently used to look at how managers and leaders at all levels approach conflict. The extent of your honest self-assessment will determine the value of the assessment to you.

Journaling: Your private and personal reflections about your learning, your strengths and weaknesses, your hopes and fears are recorded here. You will not only capture the feedback that you receive in the program but you will also use the journal to document your plan forward.

Case Studies: The real issues and challenges that you are confronting daily are used to give real context to your learning. You will be asked to bring your written 'case' to The Experience for all of us to review, understand and work through using role play and video feedback.

Simulations: So that all participants can start the learning process on common ground we will use a proven process that will require you to be authentic in finding shared interests and solutions to a set of common problems. For those of you who have decided to change how you view conflict, build new skills and use conflict to elevate your effectiveness welcome to

Date: November 13 and 14, 2007
Time: November 13 8:30-4:30
November 14 8:30-12:00
Location: Sheraton Suites at Cypress Creek
555 NW 62nd St.

Fort Lauderdale, FL 33309

(954) 772-5400
Registration: Prepay \$808.00 US

Registration deadline: October 30, 2007

[Click here to register](#)

Or you may contact Crossroad Consulting Group at 561-737-2846 or 305-752-6300

Tuition covers one reservation, all program materials, one hour phone coaching session post program, lunch and breaks.