



From Conflict To Collaboration

Languages Offered:

- English
 Spanish

Working together for the Best Results

In business and in life, conflict can block results, lower productivity, and erode working relationships. When conflict is managed or resolved the positive energy can lead to a new outlook and creative solutions.

Mishandling of workplace conflicts lead to poor communication, low productivity, decreased motivation, increased costs, misunderstandings and low team morale.

Let us help. Enroll your entire team in this powerful learning experience.

What trainees will learn:

- To practice mindfulness
- To build more effective, more assertive communication skills
- To take the pain out of conflict
- To shifting negative emotions from conflict to positive productive behaviors
- To practice techniques for managing and resolving conflict
- To collaboratively create a solution that meets the needs of all parties
- To use the 'Door Opener' to collaboration which is emotional intelligence

How this training will benefit your company and employees:

Managers/supervisors will know the impact of conflict in the workplace. Each year, American companies lose a staggering \$359 billion due to workplace conflicts. This learning experience will help with understanding and managing conflict to improve communication, increase productivity, decrease misunderstanding and improve team morale resulting in increased revenue.

Hours: 8 or more. Onsite training may be customized to meet your business needs.

About Trainer Name: Sophia Brooks



Sophia is a retired business owner, author, speaker and subject matter expert. She held management positions in two Fortune 500 Corporations. Additionally, she currently teaches at two community colleges with Workforce Development.