



NEIL IHDE, MA

WFOA

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La Quinta Inn

Setting the Stage for Healthy Conflict

What they are saying:

- *Neil is unique, dynamic, insightful, and valuable.*—
Drew Richards, Trial Attorney
- *I can give only the highest recommendations of Neil as a person and professional. He has a respectful nature and is great at understanding and bringing about people's personal best through his teaching and mentoring.*
—Lisa Wied, Director
- *Neil is a top speaker of the highest caliber.*—Anita
Poole, Sales Representative

It is a **FACT** that if you combine people, a common environment, and enough time **there will be conflict.**

It is not a possibility, but an inevitability.

And how we handle conflict will go a long way in determining your personal and professional effectiveness. Your respect, reputation, and overall likability hangs on how you handle those tense, uncomfortable moments.

We often times feel ill-prepared to handle disagreements, arguments, and differences of opinions. We may let our emotions get the best of us and say and do things we regret later. To handle conflict well, you need to build up a repertoire of response that allow you to respond differently from our natural instincts.

In this course, we will explore perspectives on conflict, learn how to identify and harness our emotions in stressful situations, explore how to increase our emotional intelligence, and identify communication and behavioral techniques to handle conflict with others in a productive manner.

Objectives:

- Examine perspectives on conflict
- Explore emotional intelligence, how it relates to conflict and how to grow it
- Understand techniques for handling conflict
- Grow your confidence in handling conflict in all aspects of your personal and professional life