Are unresolved conflicts causing disharmony and productivity loss?

Effective resolution of conflict creates positive results and stronger relationships.

**Symptoms**
- Missed Deadlines
- Gossip
- Avoidance
- Complaining
- Finger Pointing
- Passive/Agressive Behaviour
- Hoarding information that should be shared
- Not responding to requests for information
- Verbal abuse
- Not attending regular meetings
- Filing grievances or lawsuits
- Absenteeism
- Physical violence
- Hostility
- Disengaged staff members

**The Cure**
- Understand the nature and stages of conflict
- **Establish a willingness to resolve the conflict**
- Understand and commit to a win-win approach
- **Create a map of the conflict**
- Establish empathy with the other stakeholders in the conflict
- **Work collaboratively to generate creative solutions**
- Develop a strategy to identify and manage their emotions in a conflict situation

**The Solution**

A carefully created program from Flexible Business Learning is the solution

Two Day Program
- **From Conflict to Solution**

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