



## CONFLICT RESOLUTION MASTERY WORKSHOP:

***“What if you could actually turn conflict into profit and prevent conflict from taking people and organizations hostage?”***

This interactive workshop experience, Conflict Resolution Mastery, helps attendees to explore, engage and empower conflict in a fresh, confident and profitable way. We will explore how we can resolve unhealthy conflict, empower healthy conflict and increase employee engagement. Those who attend the Conflict Resolution Mastery workshop can expect to be equipped with the practical tools to help them turn conflict into profit personally and organizationally. Some of these tools include:

- Understanding conflict management styles
- The process of conflict escalation
- Negotiating for a Win/Win outcome
- Principles for successful conflict resolution

And much more! Conflict Resolution Mastery can be a powerful leadership and team building tool that can transform every organization's bottom line. A bottom line we describe as the sum of an organization and its people's best parts; protecting relationships, advancing wellness and fairness, empowering pride of ownership and making a lot of money!

## Event Details

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Conflict Resolution Mastery is an interactive workshop that can be delivered in both live (2 hours) or virtually (1.5 hour webinar).

The workshop consists of 2 sessions comprised of various teaching elements including: live coaching, videos, diagrams, diagnostic tests and interactive role-play. Questions are highly encouraged throughout the day and add to the overall value of the event.

## Topic Overview

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### **CONFLICT RESOLUTION 101:**

In this segment we will introduce attendees to some basic principles and characteristics of conflict from their personal conflict management style to the process of conflict escalation. We will also provide a different perspective on conflict from the place of searching for a win/win outcome.

### **THE SUCCESS TOOLBOX:**

In the final session we build upon the previous section and equip attendees with a variety of practical tools for handling conflict. From active listening to BFC statements to asking proper questions, we explore everything one needs to approach and resolve conflict in a confident way.

## Contact

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**Legendary Coaching** [legendarycoaching.ca](http://legendarycoaching.ca)  
925 Airport Rd. Peterborough, ON, K9J 0E7

**Michael Walker** - LC President & Head Coach  
[michael@legendarycoaching.ca](mailto:michael@legendarycoaching.ca)

[legendarycoaching.ca](http://legendarycoaching.ca)

