

Helping Individuals and Organizations Build Great Relationships!

MARY O'NEILL

CONFLICT RESOLUTION

Conflict is inevitable. Life will never be free of it. At some point in every relationship our thoughts, feelings or needs are bound to “clash” with someone else’s. Left unchecked, our differences and disagreements can become one of our biggest barriers to achieving our goals.

Empower your team with problem solving skills, effective communication skills and develop more creative solutions to this special kind of workplace stress!

Once addressed, conflict encourages collaboration, generates excitement and promotes unity among team members. **Enormous strides** can be made once a team’s energy is freed up to focus on building relationships and creating positive results, rather than taking positions or sides.

RESOLVE DIFFERENCES, RESTORE HARMONY!

Resolving conflict is simple. It just isn’t always easy. That’s where Mary O’Neill comes in. Mary shows team members how to **skillfully move beyond the emotional and psychological barriers** that create stress, impede productivity and spoil relationships.

Participants learn how to communicate more effectively, move through disagreements more easily and come to trust the value – and hidden benefit – every conflict offers.

TEAM MEMBERS LEARN

- How to Transform the Negative Energy of Conflict into a Positive, Productive Force
- How to Handle Difficult Emotions
- How to Change From Reactive to Responsive
- Five Strategies for Dealing With Conflict
- Four Steps to Problem Solving
- Stress and Anger: How to Identify and Eliminate Triggers
- How To Diffuse an Angry Conflict
- How to Develop More Creative, Mutually Satisfying Solutions
- How to Communicate More Effectively

Knowing how to resolve personal and professional differences is critical to the success of every team!

ASSESSMENTS TOOLS

- Mary uses the **Thomas-Kilman Conflict Mode Instrument (TKI)** to identify and provide detailed information on **participants preferred conflict handling styles**. This self-scoring, powerful tool is simple to use, easy to understand and can be completed online in about 15 minutes.
- Mary also utilizes the **FIRO-B** (Fundamentals Interpersonal Relations Orientation-Behavior)) – This assessment tool helps participants explore and expand their understanding of **how their behavior impacts others**. Key aspects of personality and behavior, such as communication, problem solving, decision-making and interpersonal relationships are measured, providing a clearer picture of how team members perceive themselves and others.

Workshop Formats: 1-2 Days

If conflict is taking even the slightest toll, Mary will help your entire team convert their relationship challenges into opportunities for growth and change!