

Control Conflict! Collaborate More. React Less.

Program Overview:

Conflict happens. Everyone approaches conflict differently but usually in the way that makes *them* feel most comfortable. For some, this may be direct confrontation, but for others, it may be avoidance.

As a professional who deals with difficult situations each and every day, you're expected to assess each conflict on an individual basis while resisting the innate urge to drift into your personal comfort zone. Having the skills to resolve intense and stressful opposing opinions effectively is one of the biggest challenges in today's business world and is vital to success. This program uncovers results-focused strategies to help prevent, minimize and resolve conflict in the workplace, helping to work more collaboratively with both internal and external customers, to achieve successful outcomes and strive for enhanced relationships.

Learning Outcomes:

- Understand common causes of workplace conflict, better prevent it from arising, and apply recognized resolution methods—leading to faster and more effective outcomes.
- In times of opposing opinions, gain clarity, achieve buy-in, and make decisions in a way that cultivates support.
- Decrease defensiveness by preventing and/or better controlling negative emotional reactions from occurring.
- Enhance productivity and morale by fostering an environment that encourages differing points of view and enhanced personal accountability.
- Resolve conflicts more collaboratively and effectively, allowing for healthier, stronger and deeper relationships—with individuals both within and outside the organization.

Biography:

Tracy Butz, owner of Think Impact Solutions, is an inspirational keynote speaker, captivating author and successful consultant. She has more than 20 years of experience actively engaging both large- and small-size audiences including the US Army, Motorola, Shopko and Subway, just to name a few. Her reputable experience includes working 10 years as Director of Learning & Development, where she was accountable for talent management and employee development. Tracy also proudly holds the Certified Speaking Professional™ (CSP) designation, which is the highest honor in the speaking profession, held by only 12 percent of speakers worldwide. Tracy truly delivers the tools for today's world, helping to further engage employees, energize workplace culture, and empower high performance.