



Compass Coaching & Development, LLC presents:

# *Conflict Management*

*"The Good, The Bad, and The Ugly"*

"Difficulties are meant to rouse, not discourage. The human spirit is to grow strong by conflict."

*-William E. Channing*

High-Performance organizations are dedicated to developing employees with the skills to meet the challenges of a changing marketplace. Leaders in today's fast-paced business world realize that one key to success is capable, motivated employees who are adept at managing conflict wherever it occurs.

It's the organizations who take a proactive approach to developing their employees' skills on conflict management that will be able to leverage these skills as a competitive advantage.

## **What you will do in this workshop:**

- Define several causes of workplace conflict
- Understand the difference between disruptive and constructive conflict
- Learn the 'Five Conflict Management Styles' and what situations to use them
- Understand how to use non-verbal communication and how it helps/hinders
- Understand how to send a truly clear message
- Create an action plan for improving your conflict management skills
- And much, much more...

Come experience The Compass Program with this special promotion:

**Attend this great workshop for only \$30! (Limit of 5 seats per company)\***

\*offer valid only for members of companies who have not attended a session of The Compass Program

-This workshop is the September session of The Compass Program-  
Join us **Wednesday, September 17<sup>th</sup>** at The Radisson Hotel in Schaumburg -  
1725 E. Algonquin Rd. The workshop will start promptly at 8:30am and last  
until Noon. Doors open at 8:00am for refreshments and networking.

**A Limited number of seats are available - must register by September 15th.**  
Please contact Jeff at 847-594-7033 or [Jeff@Compass-CD.com](mailto:Jeff@Compass-CD.com) to reserve  
your seat! Visit us at [www.Compass-CD.com](http://www.Compass-CD.com)

## **This workshop is proudly sponsored by:**

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