

CONFLICT, COMMUNICATION, AND COLLABORATION



Develop the confidence to handle workplace conflict and strengthen collaboration. Learn to communicate openly, manage defensive reactions, and use win-win problem-solving to resolve issues productively.

YOU'LL LEARN TO:

- ✓ How to prevent and manage conflict through communication
- ✓ Strategies for raising and resolving tough issues
- ✓ Tools for active listening and responding to defensiveness
- ✓ Collaborative techniques for win-win outcomes
- ✓ Mediation skills for team conflicts



DESIGNED FOR

Those who lead teams & supervise others with 5+ years' experience driving performance and growth.