



The Productive Conflict Program

The Productive Conflict program **develops the courage and confidence needed to engage in difficult conversations in a way that is respectful, candid and productive.** Our program equips participants with the tools to speak up when you object, address issues head-on rather than choosing the silent treatment, and dive into potentially risky discussions without fear. The program focuses on a methodology to **consistently have productive conversations** where both parties feel listened to and can commit to action toward a common goal.

- **Initiate Dialogue**
- **Speak Persuasively, Not Abrasively**
- **Foster Teamwork**
- **Resolve Disagreements & Misunderstandings**
- **Reduce Gossip & Complaining**

6 Modules Delivered Live or Virtually

(1x5 hour in-person workshop or 2x2.5 Hours Online + 2x Follow Up Sessions for Add'l Application)

1 CHANGING OUR MINDSET
Why do we avoid conflict conversations?
What are our current default approaches?
What are the costs & benefits?

2 SHIFTING TO PRODUCTIVE MOTIVES
Looking for a win-win. Holding the mirror up first. Putting yourself in the other person's shoe.

3 BUILDING TRUST TO OPEN DIALOGUE
Raising the "IQ" of the conversation.
Why people blow up, clam up or amp up.
The five common "Trust Busters".

4 MANAGING OUR ASSUMPTIONS & EMOTIONS
The power of assumptions & managing emotions. How to create productive reactions.

5 UTILIZING THE PRODUCTIVE CONFLICT MODEL
Identify a common Goal. Inquire. Share Commit to Action.

6 PUTTING IT ALL TOGETHER
Personal Scenarios. Role Playing Coaching.