



THE COMPASS PROGRAM

September's Session: *Resolving Conflict Successfully*

"If we cannot end our differences at least we can make the world safe for diversity."

-John F. Kennedy

The reason conflict has become such a huge problem in today's workplaces is two fold: First, there are WAY too many destructive conflicts taking place because they are not resolved right away (as many of them should be) which causes them to get out of hand. Secondly, when destructive conflicts do arise, they are not handled in the right way, which prevents reaching a final, agreeable resolution - causing EVEN MORE conflict to occur in the future!

Successful conflict resolution usually has very little to do with the actual conflict itself. It's what happens between the parties in question before, during, and after the conflict that will determine how successfully it is resolved, or even if the conflict can be avoided in the first place.

In this workshop you will:

- ✓ *Fully understand what a true, legitimate conflict really is*
- ✓ *Discuss the causes of conflict, and the role that relationships play*
- ✓ *Identify what contributes to your ability to prevent conflict*
- ✓ *Learn different conflict management styles and how to use them*
- ✓ *Understand how to achieve win-win outcomes to your conflicts*
- ✓ *Realize how to ensure conflicts are successfully resolved - the first time*
- ✓ *Return to work with a personal action plan to implement what you learn*

The Compass Program

When: Wednesday, September 8th 8:30am-noon*

Where: 1020 Bonaventure Dr. 2nd Floor
Elk Grove Village, IL 60007
(Use Main Entrance)

*Doors open at 8:00 am- please arrive early for breakfast and networking with other participants!

The Compass Program - South

When: Thursday, September 9th 8:30am-noon*

Where: 7125 Janes Ave. Ste. 100
Woodridge, IL 60517

*Doors open at 8:00 am- please arrive early for breakfast and networking with other participants!