



Let Someone Else Get Your Own Way: Conflict Management that Builds Relationships

Audience:

Helping Professionals, Parents, Educators, Workers, Volunteers, Women, Seniors, Etc.

Program Description

Take a positive approach – a win-win approach – to managing differences and conflicts! Learn how you can treat conflict as a great opportunity – to get your own way – and help those with whom you're in conflict to also get their way!

- Take inventory of your own conflict style!
- Learn to be an excellent conflict manager from your own experiences!
- Discover practical conflict management models you can use!
- Practice anger and conflict management skills!
- Learn how to teach a win-win conflict approach to others!

Program Content

- Conflict is a health issue!
- When we have handled conflict well and when we haven't
- Models from Naomi Drew, Roger Ury, William Fisher, and Dan Dana
- Releasing anger to work through conflict – what works; what doesn't
- Respectful problem descriptions
- Meeting mutual interests rather than winning a position
- Using conflict to build relationships
- Practice, practice, practice!



Required Time

3 Hours for Full Program - Keynote or Workshop

1.5 Hour for Abbreviated Program - Keynote or Workshop

Delighted Clients

Genesee Valley BOCES Employee Assistance Program, Mt. Morris, NY

Lakeside Health Promotion Institute, Albany, NY

Sodus Central Schools, Sodus, NY

New York State Grange Institute for Leadership Development

New York State Office for the Aging

Cornell Cooperative Extension of Finger Lakes

Contact

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