



DATE: Wednesday, May 17, 2023

TIME: 10:00am - 11:30am

LOCATION: Virtual Zoom Meeting
Your choice of location
free from distraction

NOTE: Please be prepared to
participate verbally and
on webcam

TUITION: \$99 per attendee or
\$250 for all 3 May 2023
webinars

INCLUDES:

- Live Instructor
- Interactive Discussion
- Problem-Solving
- Certificate of Completion

REGISTER NOW

FOR QUESTIONS:

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Different viewpoints and tensions in the workplace are inevitable, particularly when undergoing a change effort. Unresolved conflict stalls the change effort, stifles communication, and can negatively impact productivity. Managed well, disputes can create stronger connections, resilience, and increased capacity to deal with difficulty. When disputes are handled poorly, the effects can be far-reaching and costly.

In this, session participants will:

- **Discover personal success practices and challenges in handling differences**
- **Practice key communications that prevent unnecessary conflict**
- **Learn how to keep the focus on what's important, not on competing fixed positions**
- **Understand how to intervene when there is conflict at work**
- **See how leaders can act as mediators to help staff solve issues**

RGS webinars are not typical “sit and listen” workshops. These are live, instructor-led courses, with multiple opportunities for interaction, asking questions, and getting feedback on individual situations. We build a variety of participation methods into our courses.