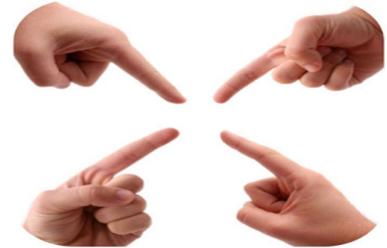


## Navigating through tough conversations and conflict

Having difficult conversations, dealing with conflict and confronting others are aspects of a leader's role that can be challenging and demotivating. It is known to result in stress, lack of engagement and poor performance. Shifting mindset and behaviours to handle emotionally heated and antagonistic situations so they are seen as necessary and manageable takes courage and the development of new skills. A Mercer report states that only 39% of employees believe managers do a good job confronting issues before they turn in to major problems – a staggering statistic that has implications for team performance and business productivity and growth. This workshop is for teams and individuals who struggle handling clashes and want to find ways to use the difficult moments fruitfully.

### Who should participate

- Anyone who has to influence others in their daily lives and want to build strong relationships
- Leaders who want to motivate teams for great results
- Business owners who have people to manage
- Executives who want to have a voice with their peers and leaders
- Team members who want to be heard and engaged



### Learning outcomes

- Understanding the benefits of having positive conflict
- Ability to recognise different conflict styles, including your own
- Confidence to apply techniques to use conflict constructively
- Approaches to involve everyone in the discussion
- Appreciation of ways to have difficult conversations



### The lasting difference

- Greater innovation and better problem solving
- More robust and beneficial discussions
- Trusting working relationships
- A culture of respect
- Greater confidence having difficult conversations

If you want to handle conflict for better results or manage difficult conversations with greater ease - contact kandula to learn more about our workshops and coaching