



Conflict:

Building Trust through Skillful Conversations



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Managing difficult conversations is challenging to even the most skillful communicators. No one likes conflict! This workshop provides methods of working through the fear of direct communication while helping you build a toolbox for handling situations in a way that gets the best possible results.

Participants will learn to:

1. Self-assess for discovering your natural "conflict style", exposing you to potential new styles for different situations
2. Recognize "triangulation" and how to avoid it
3. Implement tools to improve "A-to-B" communication
4. Help others improve their conflict resolution results

Consider taking this workshop if the following are mostly true for you:

- I would like to improve my skill and confidence in addressing conflict
- The outcomes I achieve when I try to resolve conflicts are not as positive as I would like
- Often I am blocked on ideas for bringing opposing parties to an open discussion that results in improved team performance
- Sometimes it is easier to avoid conflict than to address it
- Trust is an issue in my department

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If you would like more information about the *RWHC Leadership Series*, [email Education Services Manager, Carrie Ballweg](#), or call 608-643-2343.