



Live Webinar

Stressed Out: How to Handle Conflict, Difficult People and Even Your Boss

Instructor: **Marcia Zidle**
Date: **Wednesday, June 1, 2016**
Time: **10:00 AM PST | 01:00 PM EDT**
Duration: **90 Minutes**
Location: **Online**

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Overview:

Conflict is an inevitable part of life. . No matter how hard you try, it can seem that there will always be something that causes you or someone around you to be frustrated, angry, and impatient - or a whole host of other not-so-pleasant emotions. Conflict arises when the people we work with have different ideas, perspectives, backgrounds, values, goals or expectations. Yes, conflict can be destructive! It diverts energy from more important activities and issues; it polarizes people and reduces cooperation; and it can produce irresponsible behavior. And conflict can be constructive! It opens up and improves communication; it strengthens working relationships and teamwork; and it leads to better quality decisions and problem solutions. The ability to handle conflict and difficult situations is a great leadership skill. When you are confident in your people management skills, you don't have to be afraid of disagreement. You don't have to back away from problems. Instead you can confidently face the confrontation and bring the issue out into the open. Well-managed conflict actually stimulates, ideas, sparks creativity and encourages personal improvement. Conflict by itself is neither good nor bad. It's the way YOU handle conflict that produces constructive or destructive results

Areas Covered in the Session:

- 1 Identify the Top Six Causes of Conflict and which one Produces the most Problems
- 1 Understand the Iceberg Concept of Conflict - what's Above and Below the Water Line
- 1 Define Five Conflict Management Styles and Match each Style to Different Conflict Situations
- 1 Decide if you're a Shark or a Turtle or a Teddy Bear or a Fox or Owl in how you Handle Conflict.
- 1 Learn how to keep your Cool and React in a Professional Manner in the Heat of the Moment.
- 1 Learn the Language of Positive Communication to Reduce Negative Emotions, Especially Anger.
- 1 Recognize the Four types of Difficult People that Drive you Crazy and how to Deal with them

Who will benefit:

- 1 CEO's
- 1 COO's
- 1 VP of Human Resources
- 1 Chief Learning Officer
- 1 Directors
- 1 Project Managers
- 1 Operation Managers and Supervisors
- 1 Team Leaders
- 1 Human Resources Professionals.

Instructor:

Marcia Zidle Founder, Leaders at All Levels

Marcia Zidle, MS, NCC, BCC is the CEO of Leaders At All Levels and a board certified executive coach based in Dallas Texas. She works with executives, management teams and high potential professionals ON THE MOVE! They want to move up to the next level – ahead of their competition – into new areas – over and around obstacles – beyond business as usual – towards a sustainable future. ...[more](#)

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