



## Conflict Management

Unlock Conflict's Hidden Opportunity While  
Building Team Relationships

### WHO SHOULD ATTEND

Anyone whose job requires the cooperation of others should attend this workshop. Anyone who has to deliver feedback or develop strong relationships should attend this workshop. Participants will leave the workshop feeling more confident and better equipped to handle the difficult conversations that are part of any workplace.

### WHAT AND HOW THEY WILL LEARN

Our skilled and experienced workshop leaders use interactive exercises, case studies, discussions and videos to ensure participants learn the skills they need to help them start and finish difficult conversations. They'll have a chance to learn about- and use- techniques to help manage strong emotions: theirs and others. They'll leave with practical tools, tips and techniques to help them become more effective communicators.

Our team will work with members of your organization to customize the workshop to meet the specific challenges being faced by people in your workplace. Using a variety of diagnostic techniques, we will provide advice on the issues currently occurring in your organization and how our techniques can be applied. Workshops are available in English or French.

The workshop content is based on theories developed by the Harvard Negotiation Project, combined with the many years of real world experiences of our workshop leaders. The workshop provides a strategic and step by step framework for managing difficult conversations.

Email for more information: [info@commonoutlook.com](mailto:info@commonoutlook.com)



*"One must be fond of people and trust them if one is not to make a mess of life." E.M. Forster*

"Common Outlook's consultants were very professional and thorough in their approach. They were keenly focused on knowing our challenges and presenting powerful and practical ideas for addressing them. Their work produced the behaviour change I was looking for. Common Outlook's post-workshop surveys helped confirm the impact their work has had on our staff's behaviour."  
**Glenn Blaylock, Senior Vice-President, Operations,  
RBC - Royal Bank**

"As a consultant and entrepreneur, I often find myself relying upon the cooperation of others to meet key business objectives. The tools I learned from Common Outlook have helped me to be more curious and more open to different perspectives. This has improved my ability to negotiate and manage difficult conversations so that I am now better equipped to handle these situations in order to achieve a "win-win" outcome."  
**Mitch Fanning, Marketing Coach and Copywriter**