

# Resolving and Navigating Conflict



**Length:** 1 day  
**Audience:** All employees, sworn and non-sworn

Conflict comes in many different sizes and shapes, but it boils down to a difference of opinions involving strong emotions. Conflict can range from brief, explosive disputes to subtle, long-lasting grudges. Either way, conflict triggers different behaviors in each of us—from destructive to productive responses. And while conflict can be very uncomfortable, it is a natural and inevitable part of relationships. This workshop is designed to improve self-awareness regarding conflict behaviors. Activities are designed to help attendees interact with others under stressful conditions and curb destructive thoughts and behaviors so that conflict can become more productive, thus improving workplace results and relationships.

## Objectives:

- Complete an individualized Everything DiSC™ Conflict Profile
- Define conflict and learn methods to navigate it
- Identify responses to human emotions
- Review each attendee's automatic response when faced with conflict
- Analyze destructive tendencies and offer replacement productive response options
- Improve listening and communication skills that promote positive influence over others
- Analyze the impact of one's own attitude, and discuss how to maintain a commitment to positive service interactions
- List positive responses that can replace negative statements
- Discuss methods for interacting with dissatisfied persons

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- Customize training to the client's needs
- Coaching (career advancement, study techniques and effective writing skills)
- Conduct individual and program assessment
- Provide law enforcement subject matter expertise
- Project management and consultation
- Prepare private industry for emerging threats

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