



MAKING PAX
One Day to 2 Days
Indoor | 8 - 20 Participants

InCourage Conflict Resolution

PAX is Latin for peace – peace is what we strive for when there is conflict.

Conflict is a fact of life within organizations. The workplace can be tension filled when values, loyalties and experiences clash over shared goals, expectations for change, and the overall pace of business. The costs of unwarranted conflict that manifest through high turnover, grievances and dysfunctional teams are well-documented for organizations. What many people do not realize is that well- managed conflict can actually be a force for positive change.

OUTCOMES

- Clarify your role
- Review organizational responses to conflict
- Understand Relationship Awareness® and its value in conflict management
- Listen to Learn® – sorting out what is being said
- Learn to think and act, like a mediator
- Practice leading effective problem-solving conversations
- Build personal action plans

Making PAX is a two-day learning program designed for any team leader, supervisor, manager or executive who is experiencing conflict at work.

This program focuses on relationship-based approaches for resolving conflict in the workplace using Relationship Awareness Theory® and approaches used by professional mediators when resolving difficult issues. Putting these two practice areas together provides a powerful learning experience resulting in decisive leadership capability and innovation in the creation of new solutions. The incorporation of interactive learning experiences and role-plays provides participants with the opportunity to practice various approaches to resolving workplace issues using real life examples. The program reviews best practices and improves skills in both relationship building and conflict management.

Relationship Awareness tools help people to identify the source of their conflict and manage it more effectively - reducing unwarranted conflict and turning warranted conflict into opportunities for growth and the strengthening of relationships. These are unique among conflict management tools because they assess individuals' motivational values. They get at the reasons behind the conflict.

“Terrific facilitators, good applicability of exercises to business issues. A lot of practical exercises to maintain enthusiasm. Drew out some internal conflict and addressed it skillfully.”

Olivieri

*This program has been designed to allow for further customization based on your organizational issues. All our programs include in-depth debriefing sessions that reinforce the link between the learning experience and your organizational issues. This, combined with our facilitators' expertise, is what makes this learning program impactful.



InCourage generates the courage in individuals for sustained performance in organizations.
Let us know how we can serve you!
Call toll free 1-888-392-6666
or visit www.incourage.com

FOR ME, COURAGE IS...

*speaking
my truth*

