



Seek First to Understand - Conflict Management **Offered by Silvers HR, LLC**

Course Description

This 2 hour workshop includes the very popular Thomas Killman Conflict Mode Instrument to allow participants to assess their own conflict style. We'll learn the five primary styles of managing conflict and when to best use each.

Who should enroll?

Supervisors, managers, business owners, volunteers, HR specialists

Workshop highlights include:

A review and analysis of the five conflict handling modes and when to use them to be most effective

- **Competing** – High assertiveness and low cooperativeness. The goal is to “win.”
- **Collaborating** – High assertiveness and high cooperativeness. The goal is to find a “win-win” situation.
- **Compromising** – Moderate assertiveness and moderate cooperatives. The goal is to find ‘Middle ground.’

- **Avoiding** – Low assertiveness and low cooperativeness. The goal is to “delay.”
- **Accommodating** – Low assertiveness and high cooperativeness. The goal is to “yield.”

This class includes a number of real world examples and “thinking out loud” about the best approaches in a number of work place settings.

Contact us at (916) 791-8506 for more information