



HOW TO REPLACE CONFLICT WITH COOPERATION

Do you recognize any of these warning signs of workplace conflict?

Projects that were on track suddenly begin to slide
Vital information that was readily available now takes days to get
Helpful colleagues have now turned into roadblocks
Meetings that accomplished things now end in stalemate

If you do, you need to act now before conflict tears your group, division or organization apart.

HOW TO REPLACE CONFLICT WITH COOPERATION

Nothing can destroy productivity, derail projects and make you look bad faster than workplace conflict. Whether it's the kind that smolders just beneath the surface or it's become open warfare, conflict can paralyze your group, department or entire company. And, unfortunately, the unpleasant task of resolving conflicts falls on your shoulders. But now there's help.

HOW TO TURN CONFLICT INTO COOPERATION

This new, one-day seminar from Dale Carnegie Training® will help you resolve conflicts positively – and keep your cool at the same time. Based on the time-tested Dale Carnegie principles of winning friends and influencing people, this dynamic program shows you how to break the impasses caused by seemingly irresolvable conflicts. You will learn to:

- Use Dale Carnegie's 12 ways to defuse an argument
- Employ "Empathetic Listening" skills to calm the situation
- Find the hidden agenda that's really fueling the battle
- Keep minor disagreements from exploding into full scale war

The seminar begins by showing you how to diagnose conflict within your organization. Next, you learn a variety of strategies and approaches for managing conflict and how to match them to the particular situation. Finally, you're given concrete ways to apply these strategies to achieve maximum effectiveness.

You will also take a look at your own conflict response style and learn to avoid the stress and anger that can draw you into confrontation. The result is that you will be in control and able to keep your poise when everyone around you is losing it.

Take that all-important first step to removing the stress of conflict from your workplace so you and everyone else can get on with the job. Register for *How to Replace Conflict with Cooperation* today.

Team Discount

We offer a special group discount of 10% off for 3 or more participants in the same course. Phone 800.231.5800

Onsite Training

Seminars can be customized to meet your company's needs and conducted on-site. Phone 800.231.5800

Guarantee

If you are dissatisfied with a Dale Carnegie Training® seminar for any reason, we'll send you a prompt refund. No questions asked.

Cancellation Policy

Dale Carnegie Training® will give you a complete refund if you cancel up to two weeks before your seminar or course begins. Please note, however, that cancellations received less than two weeks before the seminar are subject to a \$100 service charge. In fairness to all attendees, confirmed participants who do not attend their scheduled sessions are liable for the entire fee.

Dale Carnegie Training® reserves the right to cancel any of its programs.

Try honestly to see things
from the other person's point of view. – Dale Carnegie

Who should attend

Business professionals who want to keep workplace conflict from derailing projects, killing productivity and destroying morale.

At this seminar, you'll learn how to

- Uncover the hidden agendas fueling conflict in your operation
- Match a resolution strategy to the situation
- Use "Empathetic Listening" to calm a situation
- Keep minor disagreements from escalating
- Eliminate fault finding and blaming
- Open a discussion on all sides of an issue
- Encourage collaborative problem solving
- Stop simmering conflict from boiling over
- Remain poised when everyone else is losing it
- Employ leadership skills that prevent power plays
- Control the divisive elements in the workplace
- Create dialogues that lead to mutually beneficial solutions
- Give criticism without creating resentment
- Analyze your own conflict response style
- Identify and control your anger triggers
- Keep your cool in tough situations
- Use open communication to build teamwork
- Repair relationships hurt by past conflicts
- Employ Dale Carnegie's 12 ways to defuse an argument
- Channel conflict into a positive force for change
- Replace discord with harmony

HOW TO REPLACE CONFLICT WITH COOPERATION

**Bulk Rate
Permit To
Go Here**

Seminar Registration Form

Name _____
Position _____
Company _____
Address _____
City _____ State _____ Zip _____
Phone _____ Fax _____
E-mail _____

Please indicate course location and date

City _____ State _____
Date _____

Please register the following additional people:

Name _____	Position _____
Name _____	Position _____
Name _____	Position _____

Bill my company Bill me

Payment enclosed (Check made payable to Dale Carnegie & Assoc.)

Charge my Visa MasterCard American Express

Account Number _____

Name on Card _____ Exp. Date _____

Amount _____ Signature _____

Please send me a complete course catalog

When it comes to managing conflict, we wrote the book



Dale Carnegie Training® presents a new one-day seminar

HOW TO REPLACE CONFLICT WITH COOPERATION

Visit us at www.dalecarnegie.com

Learn how to eliminate the stress and discord of conflict so you and your group can be productive again.