

Between You and Me: Solving Conflict

Help employees solve conflict before it affects performance!

For your business needs on: Conflict Resolution, Employee Relations, Listening, One-on-One Communication, Stress Management, Supervisory and Management Training, & Teamwork

How -To Training Points:

- How to take responsibility for conflict and uncover both sides
- How to ventilate and neutralize emotion
- How to listen without arguing or judging and reach a consensus

Between You and Me: Solving Conflict is a video training program that can teach your employees how to resolve conflicts themselves and improve relationships with coworkers. Your employees can learn to approach conflict head-on and work together to solve it. The result can be a long-term professional and productive relationship. Because many of us spend more time with coworkers than family and friends, there is a good chance that some of these work relationships are marked with conflict. Regardless of where the fault lies in a conflict situation, your employees need to recognize there are two sides to every story. The goal is to keep communications open and honest to get both sides of the story, to allow ventilation of emotions, and to listen without judging or arguing.

Between You and Me: Solving Conflict shows that personal behaviors and situations must be put aside. The focus must be on job-related behavior only. We can't change an individual's personality, but we can help change his/her actions!

Video Synopsis

Between You and Me: Solving Conflict follows Eric as he is facing conflict with coworker Ray. Jill, another employee, offers Eric the advice that he should talk openly and honestly with Ray and listen to his side. After stating the problem, asking questions, and listening to Ray, Eric realizes that he needs Ray's help to do his job and Ray needs to follow procedures to do his. Eric finally admits that the conflict was partly his fault too, but with a commitment for solution and an agreement to follow up, the two have a better understanding of how to work together.

Later, Jill takes her own advice with a conflict that she has with Eric. During several video training vignettes, viewers see how the two are willing to resolve their conflict, step-by-step, to ensure a better working relationship.

Video length: 28 Minutes

Training package includes:

- Video
- Training Leaders Guide
- How-To Book *Managing Workplace Conflict*



Closed-captioned for people who are hearing impaired.

Pricing Information:

5-Day Rental: \$295

Purchase: \$745

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