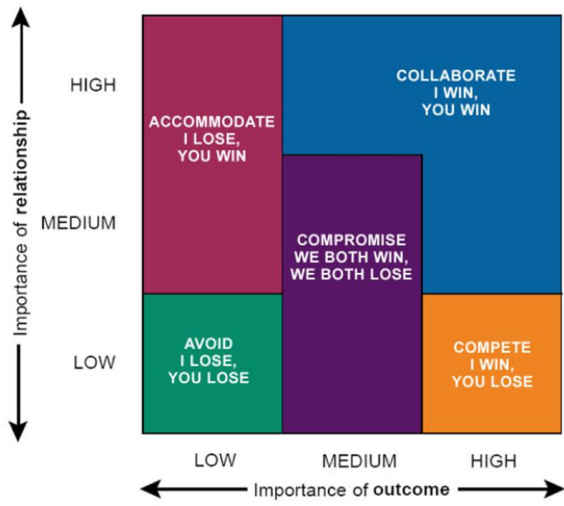


# LIVE INTERACTIVE Virtual Learning

Zoom Classroom Series



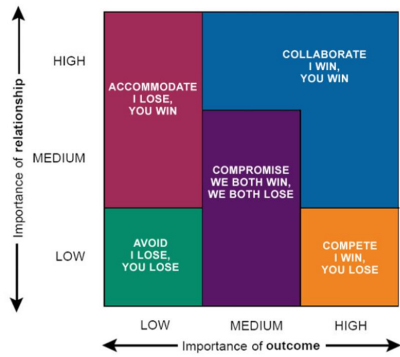
**FMI**



# Conflict Management

Learning the Art and Styles of Conflict

## Conflict Assessment



## Conversations in Conflict



## Feedback



## Customer Loyalty



- Recognize the value in each of the five conflict styles
- Discuss the problems when we overuse any one style
- Learn effective skills to build to broaden your conflict approach

***Online Assessment***

- Difficult conversations are a part of our industry
- Learn how to approach them more effectively to get what you want
- Discuss the patterns that lead others to conflict rather than progress

- Provide feedback as an essential part of developing people
- Integrate giving and receiving feedback as a part of your company culture
- Learn to give balanced feedback to enhance short and long-term performance

- Analyze the customer's needs and dissatisfactions so they can be satisfied
- Develop a customer-oriented approach
- Position for value: a key to success