

## **Conflict and Perspective**

Conflict resolution is a fundamental skill for today's leaders and yet it is a skill that is lacking in many organizations. The ability to de-escalate conflict is only the beginning. We need to be able to turn that negative energy into positive forward momentum! We need our teams to do more than just get along - we need them to cooperate, collaborate and communicate.

In this workshop we will discuss various approaches to conflict resolution including an overview of the Thomas-Kilmann Instrument. Proactively addressing conflict is extremely beneficial to team performance as underlying emotions can cause work to come to a grinding halt. Stopping the downward spiral of negativity and removing obstacles can accelerate a team's performance beyond expectations!