

# Interpersonal Dynamics & Conflict Resolution Skills

ChangeWorks  
Inc.



## Fundamental Skills Learned:

- ❖ Communicating effectively with each other
- ❖ Flexing behavior to interact effectively with others
- ❖ Resolving conflicts

## Expected Results:

- ❖ Improved productivity and higher quality outcomes
- ❖ Increased job satisfaction
- ❖ Better service to internal and external customers

## Participants in this dynamic workshop will learn how to:

- ❖ Use the **Communication Wheel Model** to describe effective and ineffective communication and to dramatically improve their communication skills
- ❖ Use the **Insight Inventory** to "flex" their interaction style to more effectively interact with, communicate with, and work better with others
- ❖ Use the **Conflict Resolution Model** to get what they want, help others get what they want, and strengthen relationships in any situation
- ❖ Resolve conflicts to the satisfaction of all parties involved
- ❖ Plan for continued development of their communication and conflict resolution skills

This highly participative workshop uses concept briefings, small group discussions and presentations, role play, case study practices, and real issue applications to allow participants to learn, practice, understand, and apply the basic competencies of communication, interaction, and conflict resolution.

*This workshop is available in several formats.*



**ChangeWorks**

4928 York Street  
Metairie, Louisiana 70001

**Toll Free:** 1-800-882-0669  
**Phone:** 504-455-2100  
**Fax:** 504-455-2040

**E-Mail:** [changeworks@msn.com](mailto:changeworks@msn.com)  
**Web:** [www.changeworks1.com](http://www.changeworks1.com)