

AvoLead LLC is proud co-sponsor of ...

North Carolina Qualification Opportunity for *Conflict Dynamics Profile* plus Train-the-Trainer program for Eight Conflict Competent Modules and Tools

February 14-16, 2011 NC Triangle Area



BECOMING CONFLICT COMPETENT

Organizational conflict is inevitable, yet it can result in positive outcomes. The key is knowing how to manage it effectively. Becoming Conflict Competent integrates theory, practice, and exercises to help participants improve their cognitive, emotional, and behavioral approaches to conflict.

The course incorporates the renowned Conflict Dynamics Profile® instrument, elegant communications processes developed by Dr. Sherod Miller, and principles from the conflict competence books of Craig Runde and Tim Flanagan.

PRACTICAL AND EFFECTIVE MODELS AND PRACTICES

Becoming Conflict Competent teaches participants a complete process for resolving a wide variety of conflicts. It also helps people learn communication and self-management skills that they will employ during conflict discussions. Participants will learn how to cool down, slow down, and reflect, and engage conflict constructively. Specific elements of the course include:

SELF AWARENESS—participants receive a personalized Conflict Dynamics Profile report that provides them with a better understanding of how they currently respond to conflict.

MANAGING EMOTIONS—the course teaches three different processes to help manage conflict emotions including learning more about personal hot buttons.

USING SELF TALK TO DECONSTRUCT CONFLICTS—the course uses Dr. Miller's Information Wheel to help attendees make sense of how they are perceiving, thinking, feeling and acting on conflicts.

LISTENING AND TALKING IN THE SKILLSZONE®—participants get to practice specific techniques to more effectively listen and talk to people with whom they are having conflict.

EXPLORING INTERESTS—the program teaches a systems approach to conflict that helps people better understand what they want out of the situation and equally important understand what others want as well.

MAPPING: A PROCESS FOR RESOLVING CONFLICTS—the program provides participants with a complete process for working through various conflicts from their beginning to conclusion.

Flexible

Becoming Conflict Competent is structured as four sessions that are each three and a half hours long. This gives instructors the ability to structure the course as a single two-day session, separate one-day sessions, or four half-day sessions spread out over a period of time. Add-on modules allow trainers the option of providing follow-on training to reinforce processes learned in the initial sessions.



Available for in-house trainers and external consultants

The Center conducts certification sessions for in-house trainers and external consultants in Becoming Conflict Competent. The training includes instruction on the Conflict Dynamics Profile instrument as well as all of the elements of the course itself. Certified users purchase course materials from the Center and then deliver it to their clients.

Affordable

Becoming Conflict Competent provides an affordable answer for improving the conflict management skills of managers, supervisors, and others in organizations. The Center provides certification training and course materials at competitive rates.

The Center for Conflict Dynamics

The Center for Conflict Dynamics helps organizations and individuals enhance their ability to address workplace conflicts. It is the exclusive, global vendor of the Conflict Dynamics Profile (CDP) assessment. With over 1,500 certified users worldwide, the CDP provides individuals with crucial self-awareness about their responses to conflict. The Center also consults with organizations to help them explore ways to improve their approach to conflict management and resolution.

For more information on Becoming Conflict Competent, contact:

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