

## LEADING FOR PERFORMANCE

Gone are the days when heroic, top-down leadership was considered key to driving business performance. Today's high-performing organisations have strong leaders from all levels and across all business functions – leaders who take a team-based, shared-responsibility approach to strategy execution. Strong leaders understand that the performance, morale, and retention of their people is directly tied to the quality of their working relationships with them. They appreciate that getting involved in their people's professional development and involving their people in decision making leads to real-world results. When leaders perform, people perform. And when people perform, businesses succeed. *Leading for Performance* is a high-impact program that better enables leaders to drive business performance through effective communication, employee selection, team building, coaching, conflict resolution, and more.

## IGNITE TALENT

### ■ MANAGING CONFLICT

Managing Conflict offers leaders specific skills for preventing and resolving conflict within the workplace using a collaborative, win-win approach.

#### OFFERING OVERVIEW

As the way in which organisations conduct business changes with time, so do philosophies around leadership and approaches to managing conflict. With the rise of global business, increased adoption of virtual collaboration, and ongoing introduction of new generations into the workforce, now more than ever today's organisation needs a proven approach to preventing and resolving unconstructive conflict among team members, clients, and business partners.

#### OFFERING DETAILS

*Managing Conflict* is a practical, four-hour, facilitator-led leadership effectiveness program. It is designed to give organisations a sustainable competitive advantage through a more effective approach to efficiently manage conflict and resolve unproductive conflict as needed before it interferes with work and personal relationships.

Participants learn how to take a collaborative, win-win approach to conflict resolution. Key competencies include: the ability to quickly identify sources of conflict so it can be prevented or addressed; the skills to address conflict constructively, even if another party doesn't employ a constructive approach; the ability to identify common reactions to conflict and deal with them

constructively; and the communication skills to manage conflict most effectively.

The program offers simulations, demonstrations, and interactive exercises for exploring proven ways to prevent conflict when possible and resolve it when needed. Also, participants receive and use a Managing Conflict Planner for working on current real-life conflicts and being prepared to address future conflicts.

*Managing Conflict* features highly integrated learning activities:

→ "The Challenge of Conflict" sets the tone for the program with an exploration of the impact conflict can have on an organisation's ability to execute on business strategy. Participants identify and discuss their personal attitudes and beliefs about conflict, then discover the power of a win-win mindset in the context of conflict resolution.

→ "Resolving Conflict" explores how conflict in the workplace occurs and can be resolved with a collaborative, win-win approach. Participants study their personal reactions to conflict, as well as the impact their reactions have on the outcome. Then they develop two skill sets for resolving conflict successfully, learn key collaborative communication techniques, and practice using their newly acquired skills in managing conflict.

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