



## Resolving Conflict at Work

Conflict is natural, especially at work. From small disagreements to outright verbal battles, conflict can become a major source of stress and can easily overshadow all other productive aspects of day-to-day business. Although very few people actually like dealing with conflict, it's imperative that everyone is trained not just to deal with it, but to resolve it and move forward. In Eagle's Flight's experiential learning program, *Resolving Conflict at Work*, participants will learn the mechanics of conflict resolution and how to apply these tools to real-world situations. Participants will also learn such skills through hands-on practice in a nonthreatening environment, to test out new ways of overcoming and resolving conflict with the support of a highly trained facilitator.

### THE OUTCOME

*Leaders will return to work with the ability, tools, and confidence to:*

- Recognize the early signs of conflict and avoid escalating tensions
- Influence others to see a different point of view and negotiate a "win-win" for both parties
- Defuse conflict and manage the feelings involved
- Understand their personal approach to conflict management and the approaches of others
- Employ various strategies and tools to reduce, manage, and deal with conflict



Left with questions? Wondering what a partnership could look like? Give us a shout!

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## THE DETAILS



1-day  
program



10 - 30  
participants



Ideal for first-time  
leaders and people  
leaders



Customization and  
delivery options  
available



Post-course  
reinforcement  
available

## THIS ISN'T YOUR ORDINARY LEARNING EXPERIENCE

An Eagle's Flight experiential learning program is unlike anything you or your participants have seen before – it's not another lecture, case study, or role-play. Through interactive, experiential-based learning your participants will not only learn new skills and knowledge, but get the chance to put that learning into action and practice them as they apply to their life on the job. We frequently use our "40, 40, 20" formula when delivering training. This translates to 40 percent of the time spent on conviction and knowledge transfer, 40 percent on practice with that knowledge, and then 20 percent on how to apply the learning back on the job. This all comes together to produce a change in behaviors that deliver expected results.

Why do we do this? We take this approach to training because by personally experiencing the results that come from applying their existing behaviors in the experiential portion of training, participants see the link between their performance in the experience and the changes they need to make to maximize performance at work. A powerful debrief reinforces the lessons learned in the experience and shows how to apply those lessons back on the job. New competencies are developed, learnings are retained, and individuals are more likely and better able to enthusiastically apply their new knowledge to improve their day-to-day performance.



***"The use of your experiences to build understanding and conviction is an Eagle's Flight trademark; and one which, in my opinion, is a true differentiator that sets you apart from all others in your field."***

Marc Caira, Vice Chair, Restaurant Brands International



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