

Leadership Awareness in Conflict Situations

Don't use your 21st century mindset to counter their primal reactions

Conflict does not necessarily need to bring about angst, anxiety and worry. From conflict, innovation and creativity can emerge, much like a phoenix rises from the ashes. As a leader, it is critical that you understand the emotional sources of the conflict. After this discovery, you can proactively diffuse power struggles and capitalize on the tension.

We can see conflict as a personal attack or a threat to our survival. In this view, our emotional options are limited: stay and fight, flee from the situation or freeze and hope we become invisible. None of these emotional reactions bring about the most productive outcome. Yet it is a natural, primitive survival technique.

This unique program is built around cutting edge research into human behavior and is firmly grounded in the disciplines of leadership and social psychology. Shari will share her latest research findings on *what* we perceive is threatened and *why* we retaliate and fight.

This program is ideally suited
For executives whose teams do not "play nice in the company sandbox" and suffers from low productivity and/or morale, or high turnover. Your leaders will leave motivated and equipped with new 'real world' methods to handle many challenging situations

Why choose this Program?

The most successful leaders examine conflict's source and diagnose why team members react. It's the leader's mindset that develops the empowering organization. Shari's proven techniques will prepare you to more confidently handle conflicts and strengthen relationships.

Select your format:

Keynote: 30 / 60 / 90 minutes
Seminar: 1/2 day, 1-2 full days (Leadership debrief and follow up handouts provided)
Coaching/Consulting Sessions: Individual, Pairs, Triads or Groups:
Contact Shari for details

Who will this Program benefit?

Leaders who want to develop conflict awareness and strategies to move beyond conflict situations to collaborative solutions. You will assertively manage your team's emotions during conflict and change.

Attendees may complete the Bar-On EQI assessment to use as a basis for discussions and to craft their own personal improvement plan.

Also available as break-out sessions. Contact Shari for more information

After attending this seminar, you will:

- Realize the importance of emotions in the workplace
- Monitor your own defensive reactions & heighten your awareness to others
- Demystify the results of your interactions
- Diagram 3 defensive reactions & 6 cascading outcomes
- Understand the primal core reasons we fight for survival

Partial full-day agenda:

- Strategies to diffuse power struggles
- Creating a plan to manage conflict effectively
- Diagram the 'irrational reactions' of others
- Re-enact 'fightin' words' and counter-conflict phrases
- Diagnose, laugh, practice, learn, balance, choose, adjust, acquire

Part of the breakthrough Leadership Awareness Series

Shari Frisinger
281.992.4136
www.ShariFrisinger.com
Shari@CStoneStrat.com

Time for a strategy session from a totally different perspective? When you are ready to increase your level of communications and interaction Call Shari for one component of LEADERSHIP AWARENESS