



## The You Turn: *from Conflict to Collaboration*

### An unique interactive, science-based, instructor-led online leadership program

Conflict is inevitable. It can occur because of differences in style or through simple misunderstandings. Unresolved or continual conflict can block our goals, affect us emotionally and physically and inhibit our success. Learning to manage conflict productively is a critical skill for leaders and teams to build trust, strengthen relationships and honor diversity.

Utilizing the Conflict Dynamics Profile®. participants receive individual and team insights into current behaviors and triggers, and practice and apply the R.I.S.K Model™ to engage and transform the toughest situations into opportunities for growth and collaboration.



#### Preparation

Participants complete the online Conflicts Dynamics Profile® and receive an individualized report providing insights to their current conflict behaviors and triggers. Teams can receive a team/group report with anonymous, aggregated results.



#### During the Workshop

Using real-life scenarios, participants engage in interactive activities that explore the behaviors that escalate and de-escalate conflict situations. Through videos, small group breakouts, polls, chats and other virtual engagement tools, participants practice the R.I.S.K.™ Model - specific methods of behavior and communication to reduce conflict, increase confidence and leverage differences for greater innovation.



#### Post-Workshop

In addition to insights into individual and team reports, each participant receives a 40-page reference guide with tools and reinforcement materials to create an ongoing development plan.

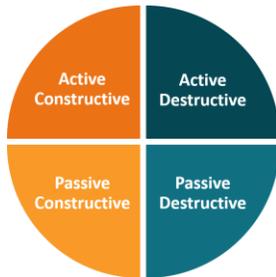
#### Program Highlights

- Interactive VILT with a CDP® certified facilitator
- 2 Modules, 6 hours total
- 12 to 20 participants
- Individual and Team reports using the Conflict Dynamics Profile®
- Practical application of constructive behaviors
- Identify "Hot Buttons" and practice de-escalating strategies
- Development plan for continued success

### Designed for Leaders at all Levels

C-Suite executives, VP's, established and emerging leaders, managers, intact teams, groups and individual contributors. Customized programs available for educational and medical industry participants.

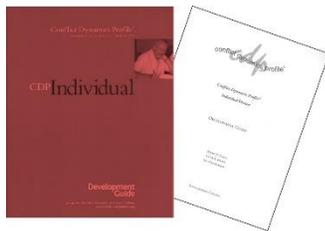
## Course Description



### Module 1: Insights (3 hours)

- The origins of conflict
- Understanding Hot Buttons
  - Match the Hot Button with the Underlying Value
- Exploring Context & the Power of Reframing
- The Conflict Dynamics Profile® Model of Behaviors
  - Active Destructive
  - Passive Destructive
  - Passive Constructive
  - Active Constructive
- Understanding your Individual Conflict Dynamics Profile®
- Cooling Hot Buttons
- Understanding the Team/Group Report of Conflict Dynamics Profile® (*optional*)
- Applying the R.I.S.K Model
- Homework assignment

### Module 2: Application (3 hours)



- Constructive behaviors overview and practice activities
  - Perspective Taking
  - Creative Solutions
  - Reaching Out
  - Expressing Emotions
- "Say This, Not That"
- "The You Turn" Jeopardy® Game
- Resources
- Development Plan

For more information or to schedule a workshop, contact us today!