



Presented by:

**SkillPath**  
SEMINARS

# *Conflict Management Skills for Women*

A SPECIAL ONE-DAY SEMINAR FOR WOMEN ONLY ...

**We're  
coming  
to your  
area ...**

How to keep  
your cool, stand  
your ground  
and positively  
resolve conflict

To enroll, call toll-free  
**1-800-873-7545**,  
online at [www.skillpath.com](http://www.skillpath.com)



# Isn't it worth one day to learn how to coolly and confidently manage the conflict in your life?



While unmanaged conflicts, disagreements and out-of-control emotions can harm your important working and personal relationships, effectively managed conflict can actually promote cooperation and build stronger relationships. The bottom-line result is greater harmony, more enthusiasm and increased productivity. Here's a sample of the insights you'll get from this unique program:

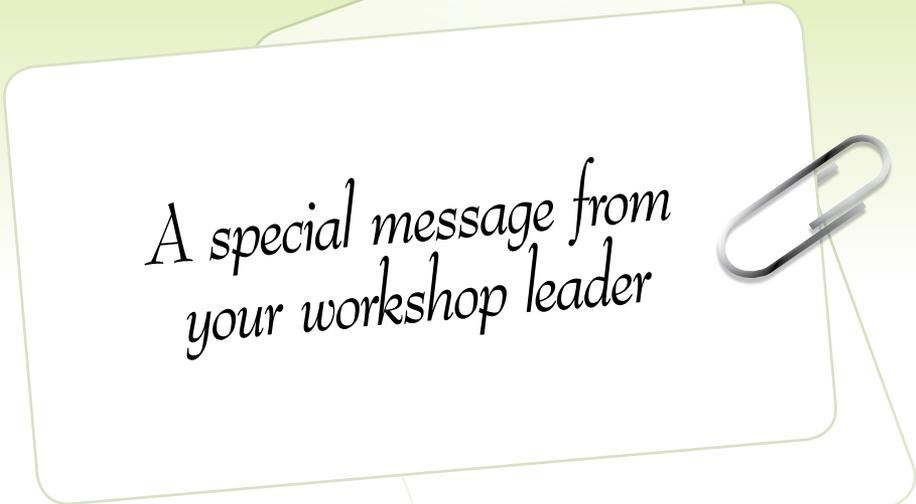
- ▶ **You'll gain a new perspective on conflict**
  - Why it's OK to leave some conflicts unresolved
  - Recognizing how your personality and attitude affect the outcome of a disagreement
  - How to deal with issues in ways that help everybody win
- ▶ **You'll learn the importance of valid feedback; how to give it and how to benefit from it yourself**
  - How to give feedback that's nonaccusatory and stimulates the desire to improve
  - When to give feedback and when to keep quiet
  - Why negative feedback is not necessarily disapproval
- ▶ **You'll find better ways to control your own anger and emotions—and learn how to deal with others' anger and emotions**
  - How to tell people what you're feeling without blaming them
  - How to blow off steam before you reach your boiling point
  - How to make sure your temper isn't triggered by someone else's anger

No matter how difficult the situation, you'll learn how to handle it with confidence and poise

## Why Conflict Management Skills “for Women”?

Of course, people of all genders need strong conflict management skills. But not everyone is comfortable discussing the topic in mixed company. While we offer this same training to non-gender-specific audiences, we had an overwhelming number of requests from our female attendees—they wanted to be able to discuss the issues from their point of view, free from judgment or perceived bias.

That's why this course was created by our top women trainers—more than 20 years ago. It's been one of our most popular courses for decades, constantly evolving to keep up with the most current topics and techniques. It also serves as a networking event to facilitate connections with other professional women. We think you'll find it the perfect learning and sharing environment with the solutions you're looking for.



*A special message from  
your workshop leader*

*Dear  
Professional:*

*How do you handle conflict?*

Do you approach it assertively and calmly? Or do you lose your temper? Do you confidently meet conflict head-on? Or do you go out of your way to avoid conflict rather than deal with it?

If the answer is “Yes” to that last question, don’t feel bad. The truth is that most of us have learned from experience that workplace conflicts too often lead to unproductive consequences ... anxiety, anger, intimidation, blame and resentment.

But it doesn’t have to be that way.

Conflicts can be resolved without angry upsets and hurt feelings. In fact, managed conflict is a healthy way to bring important issues to light and strengthen your relationships with co-workers, bosses, vendors ... even your friends and significant others.

We’ll teach you proven strategies that work in a variety of conflict situations—from minor disagreements to potentially explosive confrontations. You’ll learn how to get a handle on the feelings of anxiety and anger that can sabotage your ability to deal effectively with conflict, how to keep disagreements from getting out of hand and how to negotiate resolutions when they do.

Take advantage of the opportunity to benefit from this powerful training. The long-term result for you and your organization will be less stress, greater harmony and improved productivity.

Sincerely,

**P.S.** Disagreements may be inevitable, but the destructive effects of unmanaged conflict are not. We’ll show you how to deal with the real issues behind most conflicts and manage even the most serious confrontations with confidence, tact and composure.

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To enroll, call toll-free  
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online at [www.skillpath.com](http://www.skillpath.com)

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# Workshop Outline

## 1 Conflict management strategies that work

- How to respond to someone who gives you “compliments” that sound more like insults
- The 6-step approach to win-win conflict resolution
- How to separate the 2 sides of every conflict—people and issues—and deal with each effectively
- Putting yourself in their shoes—how empathetic listening helps you see both sides of the disagreement
- 8 critical mistakes successful conflict managers never make
- How your personality can affect the way you deal with conflict
- Choosing a conflict management style that fits the situation
- Conflict as a positive motivator: 7 benefits of a well-managed crisis

## 2 Getting a grip on your own anger and emotions

- Expressing yourself without accusation, sarcasm or hostility
- Graceful “exit lines” that allow you to postpone a confrontation until your emotions are under control
- 7 steps you can take to experience your feelings without acting them out
- Assertiveness, the anger antidote: How to ask for what you need—and get it
- How to remain composed when you’re really angry—and what to do if you can’t
- “What’s this really about?” How to get to the root of a problem instead of just battling the symptoms
- Recognizing how anger acts as a roadblock to achieving objective resolutions

## 3 How to respond to others’ anger

- How to validate someone’s anger without fanning the flames
- Avoiding words that act as emotional triggers when you’re dealing with someone who’s upset
- How to respond to a put-down without losing your temper
- How to quickly de-escalate an emotional confrontation with a boss or co-worker
- How honesty and understanding will help you keep your cool when dealing with an out-of-control person
- Effective strategies for defusing an escalating argument
- How to make sure you’re not inciting the very behavior you find hard to handle

## 4 Conflict communication skills

- How to overcome the feeling that negative feedback is a personal attack
- When negative feedback is justified: How to acknowledge your mistake without overapologizing
- The real differences between how men and women handle feedback and what we can learn from each other
- How to turn negative self-talk into positive affirmations
- A 4-step approach to delivering specific feedback that gets results
- How to address a chronic disagreement and arrive at a mutually acceptable action plan for resolution
- When positive strokes may be more effective than negative feedback in changing an undesirable behavior
- How you can reduce day-to-day hassles by establishing positive relationships with chronically difficult people



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Your complete satisfaction is important to us. If you’re dissatisfied for any reason, let us know right away—we’ll issue you a refund or arrange for you to attend another SkillPath program. It’s that simple.

## 5 How to take care of yourself



- Weaving family, friends and co-workers into an emotional support system
- Relaxation skills you can master to control stress and relieve tension
- How to handle rejection and still feel good about yourself
- Setting your limits—how to say “No” without generating anger or guilt
- What to do when your body says “fight or flight” but neither is called for
- Getting rid of your fantasies of retribution that can do you more harm than the person you’re mad at

*A special one-day  
seminar for women only ...*

*PROGRAM HOURS: 9:00 a.m. to 4:00 p.m.*

## *It's Easy to Enroll!*

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enroll online at  
**[www.skillpath.com](http://www.skillpath.com)**

### **BY PHONE:**

Call us toll-free at **1-800-873-7545**

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Our 24-hr. fax number is **1-913-362-4241**

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Presented by:

A special one-day  
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women only ...

# Conflict Management Skills for Women



How to keep your cool,  
stand your ground and  
positively resolve conflict

*Be honest. Do you ever ...*

- Back down on an important issue instead of sticking to your guns?
- Overreact and make a difficult situation even worse?
- Allow unresolved anger and resentment to hurt an important relationship?
- Become angry or frustrated when dealing with difficult people?
- Let people take advantage of you?
- Find yourself in the middle of an argument and wonder how it got started in the first place?
- Feel trapped in a seemingly unresolvable conflict?

**If any of these situations sound familiar,  
then this seminar is for you!**



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