

# THE B·E·S·T

## CONFLICT MANAGEMENT SYSTEM

**Life would be so easy, if only everybody thought and acted like me!!! Of course, they don't – and conflict arises. It's inevitable – and it can be destructive and costly. But if it is well managed, conflict can also be productive, progressive and profitable. That is the BEST objective.**

The purpose of this program is to have every individual take personal responsibility, not for the conflict but for their response. To share strategies for effective resolution, for prevention and for positive turnarounds. Armed with the BEST Conflict Management System, your people will leave feeling more confident, relaxed and capable, with an expanded range of responses available to them. We'll provide additional skills for managing difficult customers, colleagues and situations, with a focus on awareness and respect in diversity.

This program may be tailored for your group, however contents will generally include:

- ✎ The cost of conflict and its potential benefits
- ✎ Understanding individual responsibility
- ✎ The value of a healthy team and positive relationships
- ✎ Understanding different behavioural styles
- ✎ Handling difficult customers and colleagues
- ✎ Responding to emotions
- ✎ 7 Steps to Conflict Resolution
- ✎ Positive assertiveness and problem solving
- ✎ Personal empowerment, action plans and commitments

The one-day workshop can be conducted for up to 25 participants, who will be divided into clusters of 5 or 6. The minimum effective group size is 8-10, as much learning takes place from participant participation. Equipment used is kept to a minimum, to allow real-time discussion and involvement. Resources required are a comfortable room, cluster seating, a flip chart and CD player.

Although intensive and hard-working, the program is lively and interactive, providing valuable 'discovery-learning' processes.