



## Can't We All Just Get Along?

Have you ever had one of your employees try to suck you into taking sides in a conflict they're having with another employee? Have you ever consciously avoided addressing a conflict because it involved one of your star employees?

Conflict is so touchy—we pretend it's not there, yet we feel its effects every day. And worse, lots of outdated tools for handling conflict (like spilling your feelings via "I Statements") leave listeners feeling manipulated and everyone still goes away mad.

So in this program called *Can't We All Just Get Along?* you'll learn the latest research on conflict, and the specific psychological scripts and tools you need to fundamentally resolve conflict (and all of its tricky applications).

This 60-minute webinar called "*Can't We All Just Get Along?*" will show you:

- 7 words that immediately inflame conflict (and what you should say instead)
- How to separate every conflict into Facts, Judgments, Feelings & Wants so you can effectively and analytically problem-solve every situation
- The latest research from neurologists on how conflict impairs cognitive functioning and what you can do about it
- Where you should sit/stand when you're mediating conflict between two employees
- 1 question to ask your employees that protects you from getting sucked into taking sides and playing favorites

- Why the phrase “let’s calm down” always backfires and how you can actually bring emotions down to a manageable level
- The 5 most common conflict management styles, and the strengths/weaknesses of each
- How to ensure that employees actually resolve the underlying issues rather than avoiding issues and letting them fester (only to blow up later)
- 6-part script that shows how to calmly and thoroughly resolve conflict between employees, colleagues and bosses
- How to handle tricky situations, like when the conflict involves one of your star employees
- How to refocus meetings when conflict threatens to derail the conversation