

# Leadership is an Intervention: It Takes Skill to Resolve Conflict



2-hour private training  
for your team



In-person, on-site, virtual

For more information and to book your  
private team training, contact John:

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**\$575**

If you've been a leader for more than five minutes you know that people problems are the biggest problems. Leaders have an obligation to confront unwanted performances and behaviors that crush productivity, destroy morale and can push your best people out the door. Jammed with proven ideas, words and methods, this program delivers actionable tactics to reduce stress & conflict between leaders and employees. Discover how to effectively deal with conflict. Confront people with courage. This practical and enjoyable program blends real world solutions, with insight, clarity and wit. Specific words and phrases you should and shouldn't use. Learn how to confront bosses when they demonstrate unwanted behavior.

## PROGRAM HIGHLIGHTS:

- If you are not coaching - you are allowing it!
- You work for the job - the job does not work for you!
- People do not change unless the reward or consequence is great enough!
- To be unclear with a team member is to be unkind to the team member!
- You can't solve - you can't fix what you do not understand!

## PROGRAM TAKEAWAYS:

- Approach team member about the problem behavior - in a way that minimizes accusations, hostility, and defensiveness!
- Ways to repair damaged relationships - at work, at home, with anyone!
- Meet conflict and disagreement head - on and reach a mutual understanding.
- What it takes to keep your own cool - and prevent others from losing theirs!
- Coach the team member - so there's no chance of misunderstanding.

