



Expand your skills, invest in your team!

Resolving Conflicts Through Mastering Difficult Conversations

(#4 of 6 of EI workshop Series)

Date & Time: Thursday, March 24, 2022 at 9:00am to 12:00pm

Cost: \$235 for 1 workshop or \$440 for 2 workshops or \$1230 for all 6 in EI Series

(Impact of Emotional Intelligence on Leadership- Sept 21; Emotional Intelligence and Success in the Workplace- Nov 30; Using Emotional Intelligence to Give, Receive & Solicit Feedback-Feb 24; Resolving Conflict Through Mastering Difficult Conversations-March 24; Cultivating Emotional Resilience – April 13; Engaging Remotely Using Emotional Intelligence- May 25) Note: You must register for all 6 at the same time to get the series price

Location: Virtual/Zoom

Description: When difficult conversations turn toxic, often it is because we've made the mistake of falling into a combat mentality. The reality is, when we let conversations take on this tenor, especially at the office, it is a lose-lose for everyone. When conflicts are left unresolved, ill-will feelings can fester and may lead to resentment and even hatred, making functional work relationships impossible. Managing conflict is one of the many complex tasks that leaders are paid to do.

Taking a proactive approach to managing and resolving conflict and minimizing the need for awkward conversations comes from learning how to give and receive feedback regularly. Consistently providing constructive feedback is a proactive approach to avoiding larger issues and conflict later on.

This engaging session will provide you with a proven model and approach to mastering difficult conversations. We will show you the positive steps to take when managing any challenging discussion and how to handle and diffuse the common reactions or derailers you may encounter. Finally, we share the top reasons people avoid challenging conversations and explore the most common mistakes people make when in conflict. Join us to learn how to master challenging conversations in the workplace so you will be able to navigate a beneficial outcome and emerge with your reputation intact.





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Learning Objectives:

- Understand the impacts of avoiding difficult conversations.
- Explore the common mistakes people make when in conflict, and learn to separate your position from your interests.
- Explore the principles that support challenging discussions and practice using a proven model to prepare for difficult conversations.

To register go to sou.edu/professional

About the Presenter: As a professor with the School of Business at Capilano University, Carolyn Stern pioneered the integration of Emotional Intelligence into Capilano's curriculum. An Emotional Intelligence and leadership development expert, Carolyn combines real-world experience as both a business leader with more than two decades as a trainer and educator. Her company, EI Experience, provides leadership development and emotional intelligence training for all management levels and businesses of all sizes and scope. Since launching EI Experience in 2017, Carolyn has helped more than 10,000 business leaders leverage their emotional intelligence skills to connect with their diverse workforce and develop high-performing teams. www.carolynstern.com www.eiexperience.com

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