



## Professional Development Workshops

*Expand your skills, invest in your team!*

### From Troublesome Conflict to Powerful Breakthrough: Essential Strategies Effective Leaders Apply

**Date & Time:** March 18, 2020, 8:30am-12:30pm **Cost:** \$165 per person

**Location:** Higher Education Center, Medford Rm 129B

**Description:**

Leaders and managers regularly report that conflict avoidance is one the greatest challenges they and their people face.

During this interactive course, participants will explore proven strategies and techniques for productively utilizing conflict to generate meaningful breakthroughs they can apply in their business endeavors and personal lives. **To register go to [sou.edu/professional](http://sou.edu/professional).**

In this session, we will explore:

- The **four default strategies** many people resort to that prolong and inflame conflict
- How a proven process called **The Solution Formula** lays the groundwork for a clearly defined resolution process for all parties involved
- How a phenomenon now known as the **Virus of Bias** can interfere the ability to resolve conflicts productively and what leading companies are doing about it
- How **Quantum Responsibility** coupled with **Dynamic Collaboration** ensure meaningful cooperation and effective outcomes for all involved
- The **Important Role Leaders, Managers, and Supervisors** can play in effectively resolving conflicts (including key “dos” and “don’ts”).

Based on well-honed tools and processes used by companies like Toyota, Dow Chemical, Intel, Amgen, and Whirlpool Corporation, the course will also include case studies, peer-to-peer discussions, and group dialogue.

**Presenter: Christopher Harding**

Christopher Harding is a former senior executive in the transportation and media communications industries who now serves as global leadership consultant. In connection with his current role, Christopher has spent the last 18 years working with Fortune 100 companies, entrepreneurial start-ups, and small businesses to generate thriving cultures where people flourish and conflict is transformed into powerful breakthroughs.

