



Resolve Smart

Managing conflict and differences for greater growth and success

TRAINING PLUS DEVELOPMENT SESSION

“ Conflict is any situation in which your concerns or desires differ from those of another person. So, it’s everywhere! ”

— K.W. Thomas



Participants will learn to:

- Become more aware of various conflict styles.
- Recognize best uses of each conflict style in any situation.
- Build skills for reaching effective solutions in the midst of conflict.
- Stay objective and avoid defensiveness with difficult people.
- Manage personality and communication style differences.

JASON YOUNG Speaker and Facilitator



Jason Young has been called a “rare breed” when it comes to developing leaders, teams and customer service initiatives. As a former senior-level manager at Southwest Airlines, Jason learned the value of a successful workplace culture. During his 10-years with the airline consistently rated No. 1 in customer service and employee satisfaction, he was a key driver in creating and developing the company’s innovative training programs for its successful leadership and customer service culture that have become renowned in the business world today. Jason captured his philosophy of creating high performance cultures in his popular book, *The Culturetopia Effect* and extends the fine art of exemplary customer service in his newest book, *Servicetopia*.

Based on famed Thomas-Kilmann research which studied disagreements and people’s preferences for dealing with conflict situations, this program provides key insights, tools and methodology for managing and resolving all types of conflict – and creating a healthy workplace environment.

The Resolve Smart workshop utilizes the Thomas-Kilmann Conflict Mode Instrument (TKI) which is the number one best-selling instrument for conflict management.

This workshop is designed to help people understand how different conflict styles can impact a team. Participants will learn how individuals with a given style can constructively deal with teammates with different styles, how the entire group can identify its style, and how the team can compensate for any weaknesses in its style. Learn how to build group effectiveness and learn specific guidance for both the leader and the team on strategies for handling conflict to everyone’s benefit.

- Focuses in depth on all 5 styles of conflict modes — when to use each style, and specific techniques and detailed guidance for employing each style effectively.
- Delivers a pragmatic, situational approach to conflict resolution, change management, leadership development, communication, employee retention, and more
- Suggests tips for reducing each style’s negative side effects.
- Improves conflict-handling skills for every level of employee.
- Demonstrates successful and healthy conflict management process and model for any organization.