

1-DAY TRAINING PROGRAM

# CONFLICT IS FOR THE BIRDS!

Why do some people seem so unreasonable? Why do conflicts seem to go on and on? Why do some people bring out the worst in you? *Conflict is for the Birds!* looks at the conflicts we all experience and how we behave in those situations. You will recognize your own conflict management style and the style of others so that you can prevent conflicts from happening and resolve them more successfully when they do happen.

[ccrinternational.com](http://ccrinternational.com)

# In this 1-day Training Program you will:

- Determine your conflict management style
- Understand how this style can assist you or challenge you when you experience conflict
- Recognize the conflict management styles of others
- Discover how to respond to others in order to resolve conflicts effectively

## The Agenda:

### *Ruffled Feathers*

- Understanding Our Attitudes Toward Conflict

### *When the Feathers Fly*

- Determining Your Conflict Management Style\*

### *The Birds (Conflict Management Styles)*

- Woodpeckers

- Parakeets

- Owls

- Ostriches

- Hummingbirds

### *Flight Patterns*

- Style Interactions – Resolving or Escalating Conflict

### *Managing Your Migration*

- Making Appropriate Choices

\*Utilizing CCR International's Assessment Tool Managing Differences: When We Disagree

CCR International Training Programs are highly interactive. Participants experience real life situations through case studies, role-plays, and exercises. This allows participants to explore their questions, issues, and needs while utilizing proven models and theories to inform this exploration. The intended outcome is always action – the ability to resolve conflicts more effectively.

Conflict is for the Birds! can be customized to meet the unique needs of your organization.

**CCR**

INTERNATIONAL

Toll Free Ph. 1 888 421-7822

Toll Free Fax. 1 888 720-9862

Email [info@ccrinternational.com](mailto:info@ccrinternational.com)

Web [www.ccrinternational.com](http://www.ccrinternational.com)