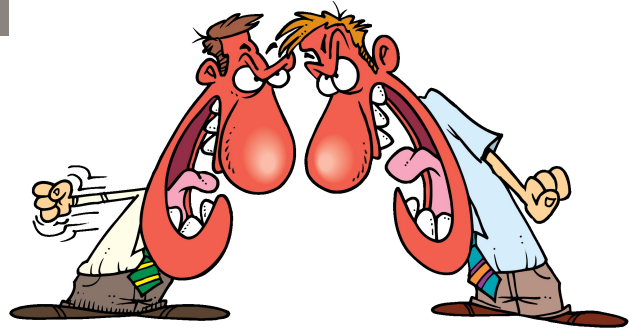


# Conflict Resolution & Confrontation Management



## What You Will Learn In 3 Hours

- Predictable factors about conflict
- Four levels of conflict
- How to create your own emotional state
- How to combat trigger thoughts
- How to develop positive thoughts
- How to build personal self esteem
- How to improve coping abilities
- The 6 step approach to win/win conflict resolution
- Seven emotional patterns that causes most of what troubles us

## Learning Objectives

- Achieving emotional balance
- Understand different personality types
- How to maintain professionalism in difficult situations
- Learn conflict strategies that work