



CONTROL CONFLICT! COLLABORATE MORE. COUNTER LESS.

Description:

Conflict happens. Everyone approaches conflict differently but usually in the way that makes them feel most comfortable. For some, this may be direct confrontation, but for others, it may be avoidance. As someone who deals with difficult situations every day, you're expected to assess each conflict individually while resisting the innate urge to drift into your personal comfort zone. Having the skills to resolve intense and stressful opposing opinions effectively is one of the biggest challenges in today's business world and is vital to success. This program uncovers results-focused strategies to help prevent, minimize and resolve conflict in the workplace, helping to work more collaboratively with both internal and external customers, to achieve successful outcomes and strive for enhanced relationships.

Learning Outcomes:

- Enhance productivity and morale by fostering an environment that encourages differing points of view and enhanced personal accountability.
- In times of opposing opinions, gain clarity, achieve buy-in, and make decisions in a way that cultivates support and leads to faster, more effective outcomes.
- Prevent and better control negative emotional reactions and resolve conflicts more collaboratively—allowing for healthier, stronger and deeper relationships—with individuals both within and outside the organization.

Biography:

Tracy Stock is one of the most in-demand and top-rated female speakers in North America today because of her ability to inspire behavior change and achieve positive outcomes. As a former director of learning and development and 25 years of speaking experience, her trusted clients include the US Army, Motorola, Berkshire-Hathaway, US Bank, the Society for Human Resource Management and Subway, to name a few.

As a Certified Speaking Professional® (CSP)—Tracy has earned the highest honor in her profession held by only 12 percent of speakers *worldwide*. She is also a prolific and best-selling author, with five published books and numerous other products.

Tracy is a dynamic, passionate speaker who is committed to energizing workplace culture, enhancing employee engagement and empowering high performance by helping organizations to inspire behavior change and *achieve positive outcomes*. When looking for a memorable speaker who understands client's needs, delivers on her promises, and drives energy and success to your event, Tracy Stock is your solution.