



# **Business Health Partners**

## **Field Services – Safety Division**

### **Conflict Management Training**

- \* The purpose of conflict
- \* Changing what you do for a different outcome
- \* Defining a difficult person
- \* Working with difficult people
- \* Using honesty and agreement
- \* Turning arguments into discussions
- \* Defusing blame
- \* Active listening and responding
- \* Understanding the roles people play
- \* Dealing with strong feelings
- \* Delivering bad news
- \* Feeding the solution not the problem
- \* Choosing appropriate conflict
- \* Creating win-win: achieving resolution
- \* Getting to the core of the problem



# **Business Health Partners**

**Field Services – Safety Division**

**299B Cities Service Highway**

**Sulphur, LA 70663**

**(337)**

**626-1011**