

Stopping the Harassment: Communicating with Respect and Tolerance in Today's Polarized World

"60%-80% of all difficulties in organizations stem from difficulties between employees."

– Barbara J. Kreisman, *Insights into Employee Motivation, Commitment and Retention*

"The typical Manager spends 25-40% of their time dealing with workplace conflict."

– Washington Business Journal

"90% of harassment is never officially reported."

– Workplace Conflict, Facts and Figures

Reductions in employee conflict can lead to increased employee productivity, greater motivation and reduced litigation costs. A staff void of these communication skills can lead to an escalation of problems and an increase in discrimination and harassment claims.

Participants in this one-day workshop will learn how to improve their ability to communicate in a fair inclusive manner and reduce conflict in the workplace; bringing people together to achieve results:

COMMUNICATE WITH DIPLOMACY AND TACT: Improve your leadership skills by helping you manage change, negotiate and compromise, resolve conflicts, gain consensus and collaboration, and create a cohesive team.

- Respond to difficult situations in a confident, diplomatic, and tactful way
- Give and receive feedback without eliciting negative emotions
- Apply mediation techniques to find common ground among opposing viewpoints

DISAGREE AGREEABLY: Successfully resolving disagreements and issues with work associates resulting in greater mutual respect and a more positive relationship.

- Identify personal hot buttons and their role in disagreements
- Give others the benefit of the doubt
- Cushion opinions for greater acceptance
- Apply a formula for contributing ideas and disagreeing in an agreeable way

MAINTAINING EMOTIONAL CONTROL: Strong emotions are both a cause of, and a result of conflict. Anger and distrust often conceal the issues in dispute. The emotions must be addressed in a positive way for the conflict to be resolved comfortably for all.

- Identify the steps of the conflict cycle
- Express emotions in a healthy way
- Commit to principles for maintaining emotional control
- Talk through a conflict issue with the other person

COMMUNICATE WITH DIFFERENT PERSONALITY STYLES: By recognizing your dominant style and developing the ability to identify traits in others, you can change our behaviors to interact with a wide variety of personalities and tendencies.

- Identify personality style and understand how they react under pressure
- Modify your behaviors to better connect with people of different styles
- Influence the attitudes and behaviors of others

Format:

1 Day Seminar

When:

Tuesday, March 13, 2018
9:00am to 4:30pm

Where:

Dale Carnegie Training of LI
290 Motor Parkway
Hauppauge, NY 11788

Registration Fee:

Early Bird through 2/28/18: \$449
After 2/28/18: \$499

Who Should Attend:

Human Resource Professionals,
Managers and Executives

Credits:

Approved for 6.25 SHRM PDC's



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Legal Disclaimer - We are not a law firm and this seminar does not constitute legal advice in any manner. Any skills or knowledge gained in this seminar is solely intended to improve employee and team communications.