

# Leveraging Conflict for Success™



**Leveraging Conflict for Success™** gives participants the insights, tools, skills, and confidence they need to leverage the inevitable conflict they encounter.

**Leveraging Conflict for Success™** helps participants:

- Assess their current preferences, strengths, and weaknesses in dealing with conflict
- Leverage short-term conflict to strengthen long-term relationships
- Recognize how their behaviors may be contributing to conflict with others
- Engage in productive conflict and develop flexibility to adjust their style to best match each conflict situation
- Develop skills for engaging in difficult conversations with peers, direct reports, and senior colleagues



**Goal Success**  
Our Goal is Your Success.

# LEVERAGING CONFLICT FOR SUCCESS™

**Leveraging Conflict for Success™** is an engaging and results-oriented development experience that empowers global business professionals to successfully leverage the inevitable conflicts they encounter.

## KEY FEATURES

- Thomas-Killman Conflict Mode Instrument®
- **Leveraging Conflict for Success Relationship MAP™** to identify key stakeholders with whom to better manage conflict
- Skills practice opportunities for effectively leveraging conflict in a variety of situations
- **TOPS™ Feedback** model for offering targeted and actionable feedback
- **Conflict Conversation Planning™** tool to prepare for conflict conversations

The ability to effectively leverage workplace conflict is an essential skill for individuals at every level of an organization. While conflict in business is inevitable, some conflict is productive, generating needed discussions, solutions, and innovation. Other conflict is destructive, damaging relationships, hindering progress, and blocking results. Ensuring that the majority of conflict encountered is productive and strengthens key relationships, is critical to success.

## TARGETED BENEFITS

- Increased skill and confidence to deal with conflict
- Enhanced self-awareness and flexibility for behaving in ways that are most effective for each conflict situation
- Awareness and skills to utilize every conflict as a unique opportunity to deepen key relationships

## EXPERT FACILITATION

- Highly skilled, regionally-based facilitators
- Facilitators with local business and cultural expertise relative to dealing with conflict
- Local language options

## QUICK FACTS

- Average Class Size: 24
- Length: 1 and 2 day options available
- Facilitator to Participant Ratio: 1 to 6 available
- Customizable: Yes





## EFFECTIVE LEARNING ENVIRONMENT

The effectiveness of **Leveraging Conflict for Success™** rests largely in the creation of a safe and supportive learning environment. During the session, our skilled facilitators create an environment of honesty, openness, and trust. This environment encourages participants to:

- Share current and past conflicts
- Give and receive constructive feedback
- Practice the skills they personally find most challenging

## GLOBALLY RELEVANT.GLOBALLY AVAILABLE.

**Leveraging Conflict for Success™** is available across the globe. The program has been successfully delivered in over 15 countries around the world. It is currently offered in English, Spanish, French, Portuguese, German, Cantonese, and Mandarin. Other languages are available upon request.

## GOAL SUCCESS by Design™

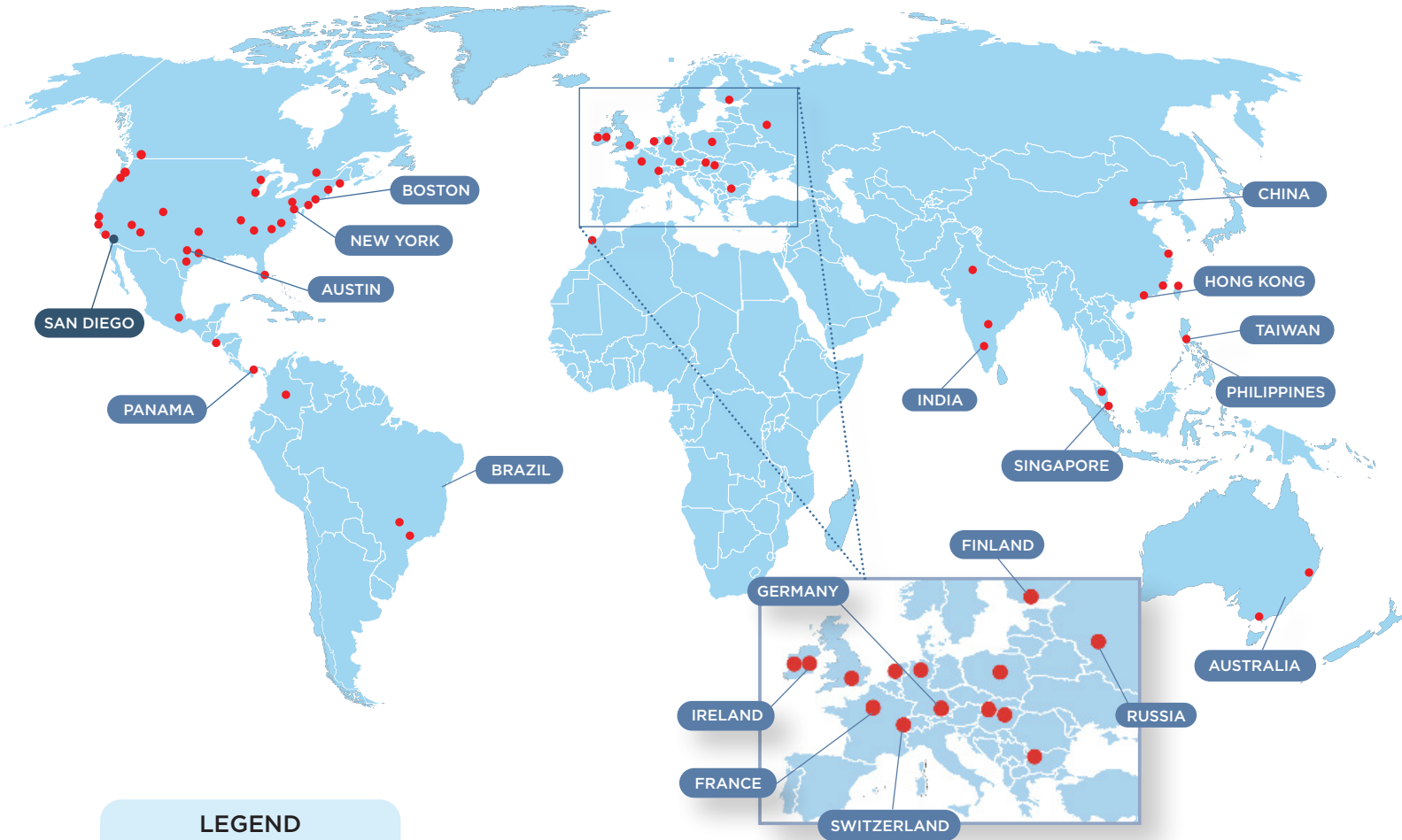
**Leveraging Conflict for Success™** can be customized for your organization. **Goal Success by Design™** is our process for developing customized client solutions to ensure ultimate relevance to your organization. Through deep insight into — and integration of — your organization's structure, culture, language, business challenges, industry, and operating environment, we guarantee that our custom solutions meet your targeted objectives.

With **Goal Success by Design™** we offer:

- Program design customization based on key organizational stakeholder input
- Development of customized participant materials including conflict practice scenarios specific to your organization
- Inclusion of organization-specific content, modules, and senior leader guest speakers
- Train-the-trainer solutions with ongoing support
- Content licensing opportunities



## GOAL SUCCESS LOCATIONS



### LEGEND

- Corporate Headquarters
- Global Delivery Teams / Program Delivery Locations

Goal Success, a premier global training and development organization, helps individuals, teams and organizations achieve their most critical goals.

With services ranging from world-class leadership development solutions to high impact training programs, curriculum design and executive coaching, Goal Success delivers lasting results.



**Goal Success**  
Our Goal is Your Success.

For more information about our products and services, please contact us at:

tel: 858.715.1784 | toll-free: 800.462.5448 | fax: 858.715.1616  
email: [info@goalsuccess.com](mailto:info@goalsuccess.com) | [www.goalsuccess.com](http://www.goalsuccess.com)

[facebook.com/GoalSuccessInc](https://www.facebook.com/GoalSuccessInc)

[@goalsuccess](https://twitter.com/goalsuccess)

[linkedin.com/company/goal-success](https://www.linkedin.com/company/goal-success)