

Reducing Team Conflict



How do you reduce tension, resolve challenges and improve productivity between co-workers?

By helping employees discover non-threatening, respectful ways to communicate preferences and discuss differences.

idXready™: Reducing Team Conflict provides teams with the **key to maintaining a well-balanced workplace environment** by helping individuals understand their own and others' behavior in conflict, and providing them with the problem-solving skills needed to manage adversity in the workplace.

By incorporating validated research-based assessment data, *Reducing Team Conflict* personalizes the learning experience for each individual. Participants discover **their natural responses** to conflict and learn how others may interpret behavior differently. Rich video content and a wide range of individual and group activities generate opportunities for participants to **explore ways to communicate preferences and deal with differences**, resulting in the creation of **well-balanced, high-functioning teams** that can deal effectively with conflict.

Participants walk away with the skills, knowledge, and tools they need to deal with conflict, resulting in **stronger, more productive teams, higher employee satisfaction, and less turnover**.

In *Reducing Team Conflict*, participants will:

- Recognize their unique preferences and behaviors when working on a team
- Learn what their behaviors may look like when under stress and in conflict
- Learn a model for understanding how people of diverse styles react differently to conflict
- Understand how their own and others' behaviors may be interpreted in different ways
- Discover a non-threatening way to communicate preferences and discuss differences
- Create action plans for dealing with conflict situations by exploring effective methods for coping with conflict in the workplace

idXready Programs synchronize...

- proven learning models • participant pre-work
- rich video assets • validated research-based assessments
- individualized participant manuals • fully scripted leader's manuals
- professional PowerPoint • proven processing activities • contemporary content

Other *idXready* Programs

- Frontline Management: Leveraging the Strengths of Your Style
- Capitalizing on Team Talents™
- Collaborative Skills for Teams
- DiSC®-Powered Selling
- Improving Your Listening Skills

© 2006 Inscape Publishing, Inc.

Introducing *idXready*™

idXready™ programs are the first training and development programs that are designed to integrate and synchronize all aspects of the learning experience, from participant pre-work to individualized workbooks; from rich video assets imbedded into professional PowerPoint to proven processing activities. By incorporating validated research-based assessments into participant workbooks, *idXready* programs allow you to deliver training at an individual level, making your business and people skills training a vital part of your organization's learning strategy.

***idXready* programs have synchronized the following training essentials for you:**

Online Assessment

Includes trusted, proven assessment. The assessment is sent as pre-work completed online prior to training, ensuring training time is maximized.

Individualized Participant Workbook

Workbooks incorporate personalized assessments for each individual. The learning becomes relevant and the facilitation time more effective and productive.

Synchronized Participant Pages

Corresponding participant workbook pages for every PowerPoint reference. Note taking is made easy — guesswork is removed, and participants keep in step with every reference you make.

Fully Scripted Leader's Guide

Synchronized with Participant Workbooks and PowerPoint, and editable. Leader's Guides are generated in easily accessible PowerPoint files, which are ready to use as they are, or may be edited with your personal touches.

PowerPoint That Makes a Point

High-impact, visual storytelling slides with effective animations. Professional, high-quality presentations that quickly engage learners.

Video Built into PowerPoint

PowerPoint files built with video synchronized right into the presentation. No more wasting time searching for video clips on a VHS tape or DVD, taking the stress out of transition time.



PEOPLE 1ST Workplace Communications

ASSISTING YOU TO DEVELOP

.....THE HUMAN SIDE OF BUSINESS

Jack & Dorothy Hobbs - Team Partners

OTTAWA ONTARIO CANADA K1S 1J7

613 860-0605 Toll Free 1 888 847-0727

info@people1st.ca www.people1st.ca