



MANAGING CONFLICT PRODUCTIVELY WITHOUT LOSING CLIENTS, FRIENDS OR SLEEP!

Formats: Keynote,
3-hour Awareness Seminar
or Full Day Program

Full Day Program includes:

In this program you will
learn how to:

In this program you will
learn how to:

- Improve communication to clarify expectations.
- Manage conflict to build relationships.
- Diffuse tense situations to allow for problem solving.
- Strengthen teams to increase productivity.
- Retain employees to accelerate momentum.
- Build competence to promote confidence

May be followed by
executive coaching for
individuals & teams.

Strategies for turning confrontation into productive conversation. Strengthen relationships and foster creativity with pro-active conflict management.

Do you want your work groups to become high-performance teams?
Do you want to elevate productivity and corporate culture from acceptable to
EXCEPTIONAL?

Friction creates drag, and drag reduces productivity & profit.

Maximize your organization's productivity with the necessary, effective tools to reduce & prevent friction in your workforce.

Effective conflict management keeps your office running smoother, your household happier and your stress lowered. This seminar will provide you with practical ways to handle conflict situations effectively for positive RESULTS.

Conflict management is a necessary tool for EVERY area of life - work, home, community, school, church, playing field, arena, hospital, social events... you can't get away from it, so you best learn how to handle it well.

Participants say...

"Your suggested skills for building high performance and collaborative teams within their offices was hitting home and they were taking notes, even at lunch! I couldn't have picked a more motivational, dynamic and humorous speaker. What a wonderful way to end a convention! You held the entire audience in the palm of your hand. Thank you so much for being there, making it look so easy, making me look so good!"

- Vicki Patterson, Executive Director, Idaho Land Title Association

Dr. Rhoberta Shaler solves people problems at work. She trains and coaches professional service providers worldwide who are committed to investing in their greatest asset... their people.

An expert facilitator, Dr. Shaler helps executives & entrepreneurs develop the effective communication skills they need to have powerful conversations that reduce conflict, build trust, and streamline negotiation. Clients say that Rhoberta Shaler, PhD, is "a gentle, effective and enthusiastic teacher" who is "down-to-earth while knowledgeable, practical, energetic...and humorous." An acclaimed and popular keynote speaker, her light-hearted approach and value-packed content help audiences quickly grasp valuable skills & strategies. Author of over a dozen books & audio program, Dr. Shaler has built a worldwide community through her website, ezines, seminars & teleseminars at www.OptimizeInstitute.com.

