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## Dealing with Conflict

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The potential for conflict exists every day, both internally and with others. Conflict is not always bad, but rather, it has the potential for both positive and negative outcomes. On the positive side, conflicts can help us solve problems, grow, innovate, strengthen relationships and improve performance. On the other hand, conflicts can reduce productivity and erode relationships.

Conflict is an unavoidable part of our normal lives. You can either let conflict control you, or you can control the conflict and its outcome. With the proper knowledge and understanding, you can make a conscious choice on how to respond effectively to others in a conflict situation.

Please join me as I present the 2.5 hour workshop *Dealing with Conflict* based on the Thomas Kilmann Instrument mode (TKI). I will introduce you to the five basic responses to conflict situations and how those responses can critically impact the conflict outcome. Additionally, you will learn a tool to analyze conflicts and solve them using a win-win approach.

Contact Art Langit at [Arturo.Langit@sdmts.com](mailto:Arturo.Langit@sdmts.com) or (619) 557-4568 to enroll in the course.

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