

A special one-day  
seminar for  
women only ...

# Conflict Management Skills for Women



How to keep your cool, stand  
your ground and positively  
resolve conflict

*Be honest. Do you ever ...*

**We're  
coming  
to your  
area ...**

- back down on an important issue instead of sticking to your guns?
- overreact and make a difficult situation even worse?
- allow unresolved anger and resentment to hurt an important relationship?
- become angry or frustrated when dealing with difficult people?
- let people take advantage of you?
- find yourself in the middle of an argument and wonder how it got started in the first place?
- feel trapped in a seemingly unresolvable conflict?

**If any of these situations sound familiar,  
then this seminar is for you!**

To enrol, call toll free **1-800-873-7545**,  
on-line at [www.skillpath.ca](http://www.skillpath.ca)



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# Isn't it worth one day to learn how to coolly and confidently manage the conflict in your life?

## OUT-OF-CONTROL CONFLICT

- ... damages relationships and discourages cooperation
- ... results in defensiveness and hidden agendas
- ... wastes time, money and human resources
- ... focuses on fault finding and blaming others
- ... creates enemies and hard feelings
- ... is frustrating, stress-producing and energy-draining
- ... is often loud, hostile and chaotic

## MANAGED CONFLICT

- ... strengthens relationships and builds teamwork
- ... encourages open communication and cooperative problem solving
- ... quickly resolves disagreements and increases productivity
- ... deals with real issues and concentrates on win-win resolution
- ... makes allies and defuses anger
- ... airs all sides of an issue in a positive, supportive environment
- ... is orderly, calm and focused

No matter how difficult the situation, you'll learn how to handle it with confidence and poise

While unmanaged conflicts, disagreements and out-of-control emotions can harm your important working and personal relationships, effectively managed conflict can actually promote cooperation and build stronger relationships. The bottom-line result is greater harmony, more enthusiasm and increased productivity. Here's a sample of the insights you'll get from this unique program:

### ▶ You'll gain a new perspective on conflict

- How constructively managed conflict can actually improve relationships and inspire positive changes
- Why it's OK to leave some conflicts unresolved
- Recognizing how your personality and attitude affect the outcome of a disagreement
- How to deal with issues in ways that help everybody win

### ▶ You'll learn the importance of valid feedback; how to give it and how to benefit from it yourself

- How to give feedback that's nonaccusatory and stimulates the desire to improve
- When to give feedback and when to keep quiet
- Why negative feedback is not necessarily disapproval

### ▶ You'll find better ways to control your own anger and emotions—and learn how to deal with others' anger and emotions

- How to tell people what you're feeling without blaming them
- How to blow off steam before you reach your boiling point
- How to make sure your temper isn't triggered by someone else's anger

More cooperative, more productive working and personal relationships are just one fascinating day away. We guarantee it!

To enrol, call toll free **1-800-873-7545**, on-line at [www.skillpath.ca](http://www.skillpath.ca), e-mail us at [enroll@skillpath.com](mailto:enroll@skillpath.com), fax us at 1-913-362-4241 or mail the enrolment form on page 7



*A special message from  
your workshop leader  
Sherine Clarke*

*Dear Professional:*

*How do you handle conflict?*

Do you approach it assertively and calmly? Or do you lose your temper? Do you confidently meet conflict head-on? Or do you go out of your way to avoid conflict rather than deal with it?

If the answer is “Yes” to that last question, don't feel bad. The truth is that most of us have learned from experience that workplace conflicts too often lead to unproductive consequences ... anxiety, anger, intimidation, blame and resentment.

But it doesn't have to be that way.

Conflicts can be resolved without angry upsets and hurt feelings. In fact, managed conflict is a healthy way to bring important issues to light and strengthen your relationships with co-workers, bosses, vendors ... even your friends and significant others.

We'll teach you proven strategies that work in a variety of conflict situations—from minor disagreements to potentially explosive confrontations.

You'll learn how to get a handle on the feelings of anxiety and anger that can sabotage your ability to deal effectively with conflict, how to keep disagreements from getting out of hand and how to negotiate resolutions when they do.

Take advantage of the opportunity to benefit from this powerful training. The long-term result for you and your organization will be less stress, greater harmony and improved productivity.

Sincerely,



Sherine Clarke  
Workshop leader

**P.S.** Disagreements may be inevitable, but the destructive effects of unmanaged conflict are not. We'll show you how to deal with the real issues behind most conflicts and manage even the most serious confrontations with confidence, tact and composure.

Call toll free **1-800-873-7545** to enrol  
or register on-line at [www.skillpath.ca](http://www.skillpath.ca)

Another great reason to attend *Conflict Management Skills for Women ...*

Expert trainer  
Sherine Clarke

You'll learn how to get to the root causes of conflict, how to understand the real issues and how to cope with the anger and emotions that usually accompany conflict. Sherine teaches practical, proven approaches to conflict resolution ... sound ways to deal with a whole range of conflicts and confrontations. You'll learn how to keep a grip on your own emotions and how to help others maintain their composure and perspective too. The net result for you and your organization is greater productivity, less stress and improved teamwork and cooperation.



## On-site training and keynote speaking ...

We can deliver this workshop right to your company's door or provide customized, you-pick-the-day training on any program pertinent to your organization's training goals. Or let our staff of professional trainers add sparkle to your next corporate or association meeting with a stimulating keynote speech designed just for you. Whether you have 3 or 300 people to train, SkillPath is the answer. For complete details and a no-obligation quote, call 1-800-873-7545 and ask for the on-site training department.

# Workshop Outline

## 1 Conflict management strategies that work

- Not all disagreements have to end in arguments—you'll learn proven strategies for constructive resolutions
- How to respond to someone who gives you "compliments" that sound more like insults
- The 6-step approach to win-win conflict resolution
- How to separate the 2 sides of every conflict—people and issues—and deal with each effectively
- Putting yourself in their shoes—how empathic listening helps you see both sides of the disagreement
- Practicing everyday conflict resolution skills
- 8 critical mistakes successful conflict managers never make
- Overcoming your personal stumbling blocks to agreement
- How to turn the points of disagreement into a framework for resolution
- How your personality affects the way you deal with conflict
- Choosing a conflict management style that fits the situation
- Conflict as a positive motivator: 7 benefits of a well-managed crisis
- Dealing with the 4 most common sources of conflict that lead to disagreements

## 2 Getting a grip on your own anger and emotions

- Accepting responsibility for your anger: You become angry, no one makes you angry
- How to understand what's really bugging you
- Chronic anger—recognizing the physical symptoms that warn when enough is enough
- How the appropriate expression of anger is a necessary step to resolving conflict
- Expressing yourself without accusation, sarcasm or hostility
- Graceful "exit lines" that allow you to postpone a confrontation until your emotions are under control
- 7 steps you can take to experience your feelings without acting them out
- Assertiveness, the anger antidote: How to ask for what you need—and get it
- How to stop playing old "hurt tapes" in your mind and substitute positive esteem-building images
- How to avoid tears when you're really angry—and what to do if you can't
- Safe ways to blow off steam without venting it on people
- "What's this really about?" How to get to the root of a problem instead of just battling the symptoms
- Recognizing how anger acts as a defense against feelings you don't want to feel

One day—that's all it takes to gain lifetime conflict management skills ...



Program hours:  
9:00 a.m. to 4:00 p.m.

### 3 How to respond to others' anger

- How to validate someone's anger without fanning the flames
- One sure-fire way to let the situation cool down before trying to resolve it
- Avoiding words that act as "emotional triggers" when you're dealing with someone who's upset
- How to respond to a put-down without losing your temper
- How to quickly de-escalate an emotional confrontation with a boss or co-worker
- When confronting an angry person head-on may spell disaster
- How honesty and understanding will help you keep your cool when dealing with an out-of-control person
- Effective strategies for defusing an escalating argument
- How to make sure you're not "asking for" the very behavior from others you find hard to handle

### 4 Conflict communication skills

- How to overcome the feeling that negative feedback is a personal attack
- When negative feedback is justified: How to acknowledge your mistake without overapologizing

- The real differences between how men and women handle feedback and what we can learn from each other
- Idiolects, dialects, registers and genderlects: The surprising differences—and similarities—between how men and women communicate
- How to turn negative self-talk into positive affirmations
- How to recognize the difference between valid feedback and a personal put-down
- The common false assumptions about the differences between male and female communication styles
- How to avoid the 8 most common pitfalls to giving negative feedback
- A 4-step approach to delivering feedback that's specific, nonaccusatory and gets results
- Dismissing the belief that "criticism" and "disapproval" are synonymous
- How to address a chronic disagreement and arrive at a mutually acceptable action plan for resolution
- When positive strokes may be more effective than negative feedback in changing an undesirable behavior
- How you can reduce day-to-day hassles by establishing positive relationships with chronically difficult people

### 5 How to take care of yourself

- Weaving family, friends and co-workers into an emotional support system
- Relaxation skills you can master to control stress and relieve tension
- How to handle rejection and still feel good about yourself
- Setting your limits—how to say "No" without generating anger or guilt
- What to do when your body says "fight or flight" but neither is called for
- Getting rid of your fantasies of retribution that can do you more harm than the person you're mad at

## Brought to you by SkillPath—

*The Smart Choice® for women serious about success ...*

SkillPath trains thousands of achievement-oriented professional women like you every month, from organizations of all sizes and all types—business, government, health care, education and the military. Our seminar leaders are a select group of trainers at the top of their profession—skilled teachers with a tremendous depth of knowledge in their respective topic areas. Our commitment to providing you with the highest-quality learning experience possible has made SkillPath the fastest-growing training company in the world. Attend this seminar and experience for yourself the positive effect of powerful ideas, skillfully presented.

## We guarantee results!

If you're not happy, we're not happy. Go back to work and apply the new techniques you learned in our seminar. If you're not absolutely delighted with the results you achieve, write to us right away. We'll issue you a refund or arrange for you to attend another SkillPath seminar without paying another penny. *That's our guarantee!*

Call toll free

**1-800-873-7545**

to enrol or register on-line at

[www.skillpath.ca](http://www.skillpath.ca)

## What participants are saying about *Conflict Management Skills for Women ...*

"Excellent. Could have had another day—week—month of this seminar!"

—Emily Frankel  
District Manager, Transworld Systems

"Great program! Something I can use for the rest of my life."

—Annette Dengler  
Administrative Assistant, Eric L. Foumberg & Co.

"Great interaction. The trainer answered questions with enthusiasm and completion. I came away with some great new skills!"

—Krista Coutts  
Marketing Director, KHQT Radio

"Excellent! Very informative and easy to listen to. Interesting, funny. Best seminar I've ever attended."

—Sharon Bauer  
Administrative Assistant, National Farmers Union

"Great seminar. The speaker was wonderful. Really hit on the key points."

—Lenita Gatewood  
System Operator, Trident Data

"The best full-day seminar I have attended in years. Why can't all seminars be this fun?"

—Wendy Nuce  
Account Representative, Kaiser Permanente

"Awesome seminar speaker. Will recommend this seminar to many. Too bad my entire department couldn't come."

—Ellen Hillringhaus  
Programmer Analyst, Ball Corporation

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## Registration information

**Your tuition may be tax deductible.** Even the government smiles on professional education. Expenses of Continuing Education (including registration fees, travel, meals and lodging) taken to maintain and improve professional skills may be tax deductible for corporations. Please contact your tax advisor.

**Continuing Education Credit:** SkillPath offers Continuing Education Credits based on program length and completion in accordance with the National Task Force for Continuing Education guidelines for attendance at our seminars (save this brochure and your Certificate of Attendance). Please contact your professional licensing board or organization to verify specific requirements. You may also contact us at 1-800-873-7545 for additional assistance.

**SkillPath provides you with a Certificate of Attendance** that serves as your permanent record of participation. You may want to frame it or put it in your personnel file to show that you're serious about success.

## SkillPath's continuing support

We don't just stand behind our seminars, we stand behind you. If, after attending the seminar, you're faced with a conflict management problem and don't know where to turn—try us. Just send a brief description of your particular problem or question and one of our specialists will promptly respond. Where else can you find that kind of support? *Nowhere but with SkillPath.*

## Important information

**Our registration table opens at 8:15 a.m.** When you arrive at the hotel, please check the directory for the exact location of the seminar. Our registrars will greet you, assist you with your registration (or collect your Express Admission Ticket), hand you your seminar materials and direct you toward your seat. You'll also want to take the opportunity to meet other professionals from your local area. Introduce yourself! You may meet a new friend. Plan to be registered and ready to go by 8:50 a.m.

**We begin at 9:00 a.m. on the dot and wrap up at 4:00 p.m.** Lunch is on your own from 11:45 a.m. to 1:00 p.m. Why not invite another participant to dine with you? You can share information, review the morning and make the day even more enjoyable.

**Parking.** We do our best to find seminar facilities that have all the pluses we look for: Convenient location, great meeting rooms, courteous staff and plenty of free parking. However, some facilities have paid parking only. You may want to check with the facility personnel to determine parking fees—often they can direct you to free parking just around the corner.

**Audio/video recording.** Our programs—both what you see and what you hear—are fully copyrighted by SkillPath. No audio or video recording, please.

## Still haven't picked up the phone?

Five more good reasons why you will want to attend this program ...

- 1. Our trainers are the best ... period.** We choose only the pros who have a proven track record of training effectiveness, professionalism and expertise. And what's more, they're exciting communicators who'll provide you with one of the most interesting days you've ever spent.
- 2. We give you only the most important, important information.** There's a lot of information out there that could take you years to gather on your own. In six short hours, we'll give you what we believe is the best, most important information to help you be the best you can be.
- 3. Practicality is emphasized.** You will leave this seminar with specifics you can apply immediately. And you won't go home empty-handed. You'll leave this workshop with a Certificate of Attendance; a soundly researched, unabridged workbook; and step-by-step guidelines for using the information you've just learned. We promise you'll get results your very next day back at work.
- 4. The value is unbeatable.** Not only is our enrolment fee among the lowest you'll find, when four or more enrol from the same organization, you'll enjoy a significant discount.
- 5. Our guarantee is unconditional, straightforward and the very best in the industry.** How can we be so confident? Because we work hard *before* the seminar to make sure you're happy *after* the seminar. Pertinent, up-to-date information you can really use, a convenient meeting location, seminar registrars who are courteous and helpful and a trainer who grabs your attention and takes you on an exciting journey full of fun and facts. We believe you'll love every minute of it. Millions of satisfied participants are sold on SkillPath seminars. Why not join them?

**Yes,** I can't wait to attend ...

# Conflict Management Skills for Women

## Be honest. Do you ever ...

- back down on an important issue instead of sticking to your guns?
- overreact and make a difficult situation even worse?
- become angry or frustrated when dealing with difficult people?
- let people take advantage of you?

If any of these situations sound familiar, then this seminar is for you!

### Enrol now—limited space available!

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 **By e-mail:** enroll@skillpath.com  
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**Cancellations and substitutions.** Cancellations received up to five working days before the seminar are refundable, minus a \$10 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply toward a future seminar. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

### Registration information Please note: If you've registered by phone and paid with a credit card, it's not necessary to return this form.

Ms. \_\_\_\_\_ Title \_\_\_\_\_  
 E-mail Address \_\_\_\_\_ (Program # \_\_\_\_\_)

Ms. \_\_\_\_\_ Title \_\_\_\_\_  
 E-mail Address \_\_\_\_\_ (Program # \_\_\_\_\_)

Ms. \_\_\_\_\_ Title \_\_\_\_\_  
 E-mail Address \_\_\_\_\_ (Program # \_\_\_\_\_)

Ms. \_\_\_\_\_ Title \_\_\_\_\_  
 E-mail Address \_\_\_\_\_ (Program # \_\_\_\_\_)

### Please list additional registrations on a separate sheet and attach.

Mr. \_\_\_\_\_ Title \_\_\_\_\_  
 Ms. \_\_\_\_\_ Title \_\_\_\_\_  
 Approving Supervisor \_\_\_\_\_

Organization \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
 City, Province, Postal Code \_\_\_\_\_  
 Telephone \_\_\_\_\_ Ext. \_\_\_\_\_  
 Fax \_\_\_\_\_

### Mailing information Please fill in the spaces below with the information that appears on your mailing label.

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 Mail to: SkillPath Seminars, P.O. Box 997, Mission, KS 66201-0997 USA  
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**Charge to:**  MasterCard  Visa  AmEx  
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### Please fill in the city and date where you'll attend

Workshop city: \_\_\_\_\_  
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A special one-day seminar for women only ...

# Conflict Management Skills for Women



How to keep your cool, stand your ground and positively resolve conflict

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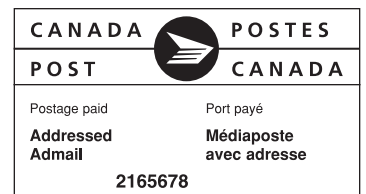
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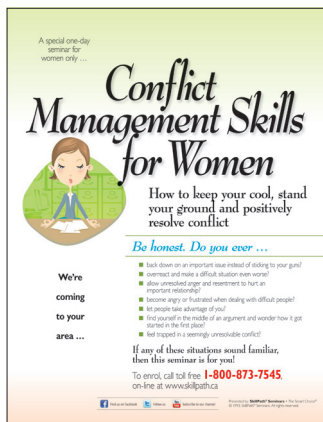
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