

D. B. Safety Solutions Inc.

Productive Communication

Professional Conflict Management

Who is this training for?

- ✓ Anyone who needs to enforce workplace policies, procedures, work practices and occupational health and safety law
- ✓ Anyone who deals with unmet expectations or conflict in the workplace

What can learners expect from this training?

- ✓ Learners will apply a four step approach for managing conflict using interactive models that are based on real work situations
- ✓ Learners will leave knowing how to use social science conflict resolution strategies, which will better equip them to gain alliance or compliance with company rules, or to handle interdepartmental conflicts



1. Productive Emotion

- ✓ *Learn to recognize your 'hot buttons' and identify primary sources of emotion – such as power differences and biases - so that you can control them before they control you!*

2. Productive Storytelling

- ✓ *Learn to take accountability for your story to state your view of the issue, while avoiding blame.*

3. Productive Listening

- ✓ *Learn communication techniques that help you understand the other person's version of the problem.*

4. Productive Options

- ✓ *In negotiation cases, learn to come up with the best option to solve your issue by using both of your stories.*
- ✓ *In disciplinary cases, learn to extend disciplinary options and respectfully enforce them.*

