

Managing Conflict with Co-Workers or Customers



The Consulting Team
Facilitating Positive Change

*The Consulting Team's
Mission: Facilitating positive
change by increasing
effectiveness of leaders,
teams, and organizations
through consulting,
coaching, conflict
mediation, and training.*

Dr. Marilyn Manning, CEO

Are you getting bogged down dealing with interpersonal disagreements and other sticky issues? Are you struggling with competing priorities or personal agendas? Do you find yourself wasting energy trying to accommodate demanding egos instead of focusing on critical challenges?

Unresolved conflicts and miscommunication waste enormous amount of time. There is also lost productivity, negative perceptions, and increased stress. This workshop is designed to help you save time, money, and energy by resolving conflicts in the early stages when they are easiest to solve.

Participants will learn to:

- Handle challenging behaviors
- Reduce anger and negativity
- Develop resolution strategies
- Stay calm when under pressure
- Sharpen their listening skills
- Influence diverse styles to make needed changes

“Our ongoing relationship with The Consulting Team has given us the confidence that, come what may, we will be able to work it out and move forward. Rules of engagement developed in mediation sessions have changed how we behave individually and as a group.”

- Gail Lang, Director of Administration, Minami Tamaki, LLP

Partial Client List

Over 100 California Cities,
Special Districts, and Public
Agencies
Arthur J. Gallagher Insurance
California State University
System
California Water Service
Contra Costa County
Kaiser Permanente
Meyer Sound
Minami Tamaki, LLP
Attorneys
National Speakers Association
Pacific Cheese Company
Police Officers Standardized
Training (POST)
San Mateo County Sheriff
State Compensation Insurance
Fund
Stanford University
State of California
Social Security Administration
Synthetic Genomics

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