

Creative Conversations

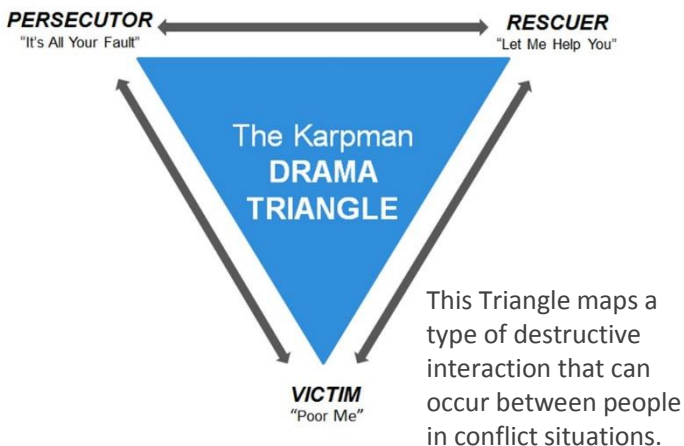
How to deal with conflict situations

One Day Workshop

“Promise me you will not spend so much time treading water and trying to keep your head above the waves that you forget, truly forget, how much you have always loved to swim.”
– Tyler Knott Gregson

**Do you have a low tolerance level when it comes to conflict?
Do your “buttons” get pushed by certain people and situations?**

Conflict is part of life. Every day we face challenges that we need to handle or accept. Life is hard, we need a bag of tools that we can access when there is a challenging situation that we face.



In this one day workshop you will explore what conflict is.

You will be made aware of how communication can get wrongly interpreted and how messages can be translated. We will uncover different personality types to understand how one's "lens" can improve the decoding of messages.

Outcomes:

- Understanding how communication can turn into conflict.
- Why do certain people "push your buttons".
- Exploring one's own personality, blind spots and reactions.
- How to prepare for conversations.
- Tools to handle conflict and build tolerance.

What previous participants have said

"Hanrie is dynamic, results-oriented and cares deeply about her deliverables to the client."

Gen Edwards, Adult Learning Consultant

More about Hanrie



Hanrie Hill

Hanrie started Pro-Active Communications 20 years ago. She facilitates, designs material and coaches anyone who wishes to get "unstuck". She has an M-Phil in Management Coaching, a B-Prim (Art) and is an accredited Enneagram Coach. She is passionate about communication. She brands herself a "compulsive reader" with a "curious disposition". She strongly believes that conflict can be turned into creative conversations.

IN-HOUSE WORKSHOPS

Our recommendation is that this world-class intervention should be run as part of your in-house management development curriculum, at a venue and on a date that is convenient for you.

For more information about this cost-effective option, please contact **Kym Jackson** on **082 453 9393** or kym@symphonia.net