



"Our only security is our ability to change."  
John Lilly

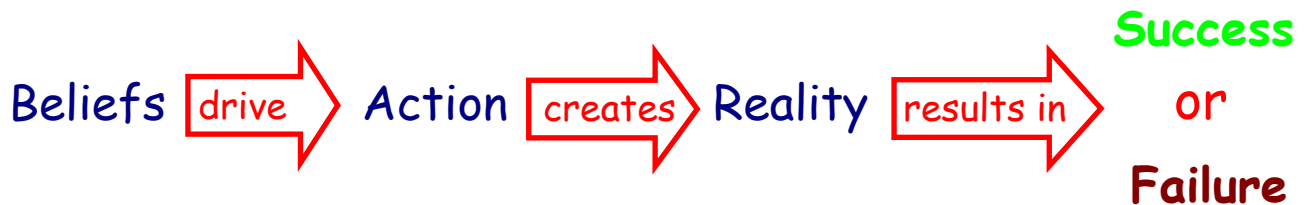
## The Successful Use of Conflict

### Definition of "Conflict"

"Mental struggle resulting from incompatible or opposing needs or demands, or competitive or opposing actions" *Webster, 1999.*

### Examining, Understanding, and "Trading Up" Our Beliefs About Conflict

The energy behind or involved in conflict can be a positive force in any situation or in any organization. Unfortunately, this often is not the case. Conflict causes disruptions, hurt feelings, and negative results. In this workshop, we examine, understand, and "trade up" our beliefs about conflict. We believe it works like this:



Most training focuses on changing, improving, or modifying our actions. But training is only effective if we continue to carry out the new actions we have learned. Unfortunately, newly learned actions often diminish with time. We end up resorting to constant reinforcement, incentives, and retraining to obtain the benefits we wanted from the original training.

### What would happen if we change beliefs?

**At a minimum**, participants will better understand their own beliefs, the shared beliefs of others in the organization, and how beliefs drive all action.

**Our belief** is that participants will realize permanent changes in actions as limiting beliefs are recognized and exchanged for ones that will better serve them and their organization.

# Change for Organizations/ Managers and Supervisors

The Change for Organizations/ Managers and Supervisors workshop is designed for people who want to learn how to effectively and efficiently direct and implement change. The workshop offers a thorough exploration of the factors that propel change within an organization. This workshop teaches a single, unifying process of change, demonstrates how that process accounts for daily organizational behavior, and provides a model for producing desired change.

There are four major objectives for all participants in this workshop.

1. Determine that constructive beliefs about change provide a range of benefits and options for the organization.
2. Identify existing organizational resources that have a potential to provide effective change.
3. Develop an action plan for the continued alignment of organizational beliefs to foster behavior that leads to excellence.
4. Recognize the importance of leadership and team-building skills in creating effective change.

The Successful Use of Conflict utilizes short presentations, structured discussion and case studies. The workshop covers the following topics:

- ❖ Benefits of belief based learning as a mechanism for understanding conflict
- ❖ Constructive versus limiting beliefs and their effects on conflict
- ❖ Beliefs and perceptions in the understanding of conflict
- ❖ Sources of beliefs
- ❖ How to find beliefs
- ❖ Beliefs, conflict, and productivity
- ❖ Effects of limiting beliefs on existing conditions and future changes
- ❖ Durable change
- ❖ Adopting new beliefs to resolve conflict
- ❖ Step by step change process for groups
- ❖ The leveraged effect of the beliefs of leaders
- ❖ Recognition of opportunities in conflict for constructive change
- ❖ Utilization of existing organizational resources in resolving conflict
- ❖ The role of teamwork in conflict
- ❖ The effect of individual beliefs on conflict
- ❖ Case studies