

## Conflict Savvy!

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Through thousands of seemingly insignificant interactions, teams unknowingly create environments that are either cohesive or adversarial. In this program, the specific behaviors, and their far-reaching consequences, become stunningly clear. You will learn why negative assumptions pick up momentum and spread, how to short-circuit destructive disagreement, and eliminate unconscious behaviors that spark power struggles and mistrust. Program participants will be able to:

- Reduce anger, tension and disengagement
  - Build teams that endure, even during rapid change
  - End destructive disagreement and lingering resentment
  - Be hard on the problem, soft on the people
  - Open the dialogue with a 96% likelihood of a positive outcome
  - Renew energy, camaraderie, and optimism
  - Turn blame into shared responsibility
  - Reverse power struggles
  - Short-circuit the hidden costs of contempt
  - Shift the focus off people and personalities to the root causes of workplace tension
  - Turn self-righteous indignation into a search for solutions
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Contact me to learn how this valuable program can be implemented in your organization.

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In a recent Gallup poll, nearly 70% of employees admitted they are disengaged from work or actively undermining the efforts of others. At a cost, Gallup estimates, of 34¢ on the dollar. Fortunately, organizations can reverse these discouraging trends.

