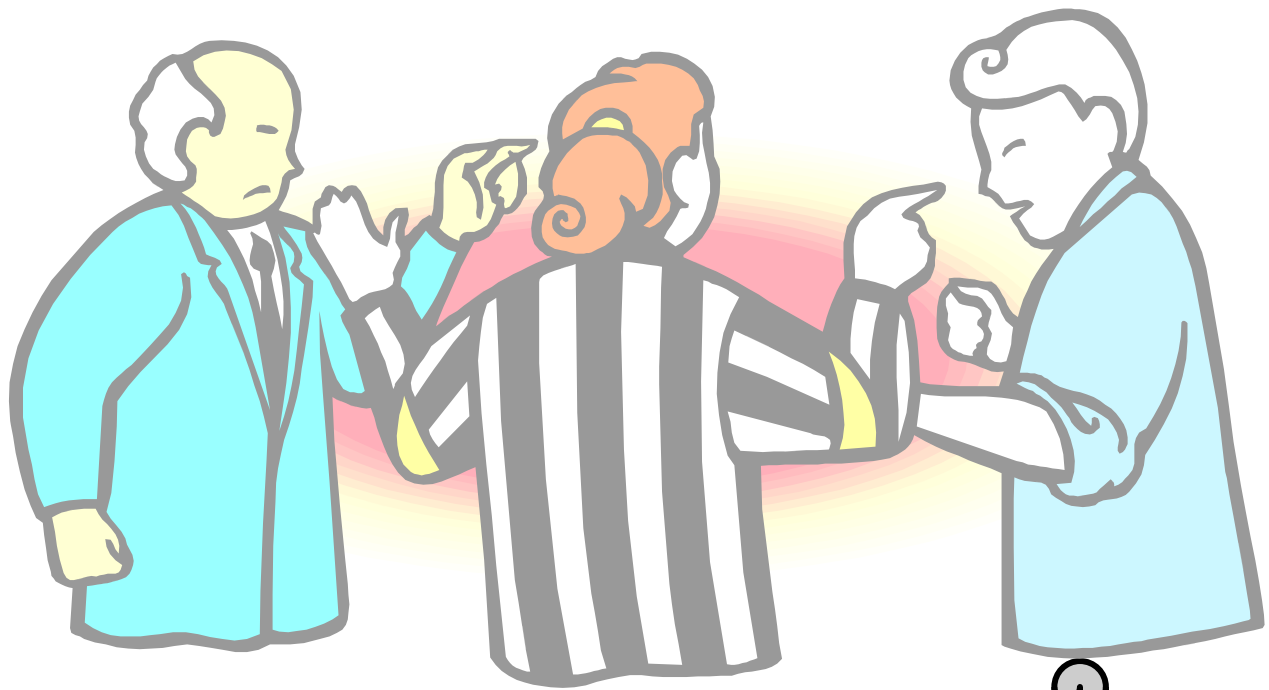


# *Conflict Resolution and Confrontation Skills*



**Keith Lowry Seminars, Inc.**

[www.keithlowry.com](http://www.keithlowry.com)

# Conflict . . .      Confrontation . . . .

**Such ugly connotations. Such bad memories.**

**Let's start changing some of that today!**

1. Improve your basic communication skills for dealing with conflict and confrontation: *You gotta have a plan!*
2. The BASIC COMMUNICATION MODEL
3. The Barriers – Listening Blocks
4. Listening, the missing link...
5. Three Advanced Communication Techniques
6. Four Goals in Confrontational Communication
7. Improve Your *Word Choices*
8. Improve your confrontation skills
9. Two Simple/Informal confrontation techniques:
  - a. Use the *FIRRA* Technique
10. Improve your communication and confrontation skills with *customers and clients*.
11. 15 Keys for dealing with angry customers
12. Tips for increasing understanding and empathy:
13. Improve your awareness of *potential* conflicts
14. Tip – Confrontations you AVOID become the CONFLICTS you CAN'T avoid!
15. You may have a problem if an employee or co-worker...:
16. Why managers and supervisors can be blind to problem behavior
17. Why we fail to *address* the problems when we DO see them:
18. Improve Your Prevention of employee problems! Stop it before it even starts!

**Remember...**

***Your very best conflict  
resolution tool...***



For more information, contact us at [www.keithlowry.com](http://www.keithlowry.com)  
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and let us schedule a seminar for YOUR team today!