

Conflict Resolution Insights for HR Professionals



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Speaker: Suzanne Sherkin, Qualified Mediator|Certified Conflict Coach

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If you've ever checked out the stats on the cost of workplace conflict, you'll see that it can be very expensive indeed. Managers report spending 25-40% of their time dealing with daily conflicts that arise between employees – that's 1 to 2 days every single work week! Research has also shown that as much as 60-80% of all difficulties in organizations stem from strained relationships between employees – *not* from underperformance.

If you don't want to be ground down by conflict – DON'T be! There are lots of strategies and approaches to help you deal with it effectively *and* to prevent it from festering in the first place. This 1.5 hour webinar provides insights into how to think about conflict, how to prevent it, and how to manage it once it develops. You'll come away with tips for what works and what doesn't, and understand more about:

- How to clarify what the issue is
- How to identify the common goals of all parties
- How to effectively talk about the issue
- How to establish agreement – in spirit and in practice.

Get the skills and strategies you need to help create harmonious, collaborative relationships in your workplace.

Suzanne Sherkin, Q.Med

Suzanne Sherkin, Q.Med, is a Qualified Mediator, Certified Conflict Coach, and Training Specialist for workplaces around the country. Her company, Highborn Communications, has been providing teams and leaders with effective communication and transformative thinking approaches for more than 20 years. The result for organizations that work with Suzanne: harmonious, productive environments where

people work well together and have the skills to resolve differences.

Want help from Suzanne? Contact her by:

Phone: 416.414.6552

Website: <http://highborncommunications.com/>