

Create a win-win culture in your organization.

SEMINARS AND TRAINING



# The Language of Cooperation

## Preventing Conflict in the Workplace

Most businesses and organizations inevitably find themselves navigating some kind of conflict. Often, the conflict seems to come out of nowhere when actually the conditions for conflict have likely been building for some time, like a volcano just waiting to erupt. The conflict may not even be visible or that obvious—undercurrents of tension, dissonance, and even sabotage can severely hinder and even paralyze the daily operations of a business. Whatever form the conflict takes, it is possible to minimize its frequency and intensity by creating an organizational culture that promotes cooperation and understanding. Participants at this seminar will learn some practical approaches and skills to engage colleagues in ways that encourage openness, value each other's contributions, and inspire genuine commitment to the overall mission.

### PRESENTERS

**BRIAN JAUDON** is an organizational consultant who specializes in leadership and team development as well as conflict prevention and resolution. He has extensive training in mediation, Emotional Intelligence, Internal Family Systems, and Open Space Technology. Brian is the developer of The Third Way, an innovative model that works with hidden motivators which drive decision-making and behavior.

**KEY ELEMENTS**

- Identifying the Roots of Conflict
- Understanding the Barriers to Cooperation
- Being an Observer
- Listening as an Ally
- Moving Toward Agreement
- Using the Language of Cooperation

**PAM RAYMOND** is a workshop facilitator, registered nurse, and licensed professional counselor in private practice in Asheville. She has more than 18 years of experience in human resources, training & development, and leadership coaching. She has facilitated numerous workshops including *Participative Leadership*, *The Seven Habits of Highly Effective People*, *Living Life in Balance*, and *Thriving through Change*.

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