

WORKSHOPS^{with} **KEITH GROSSMAN**

Improve Your Skills

Resolve Disputes

Better Conflict Management



WORKSHOPS

- Is Conflict Managing Your Business?
- Building Your Peace Chest
- Settlement Strategies in Negotiation & Mediation
- Dealing with Difficult Behavior

ALL WORKSHOPS INCLUDE:

- Improved techniques for managing conflict and communication
- Easy to follow handouts and/or workbooks comprised of real-life examples and models
- Role-playing and interactive exercises with immediate feedback

(see back for more information on each workshop)

Attorney Keith Grossman has 20 years of experience in and out of the courtroom and focuses his practice on employment law, conflict management, and family law. Grossman is a Family and Circuit Civil Mediator certified by the Florida Supreme Court, a former Family Law Case Manager for Court Administration, and past President of the Lee County Bar Association. He also helped establish and supervise the Family Law Resource Center.

For more information:

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DO YOU WANT TO BETTER MANAGE CONFLICT, IMPROVE YOUR SKILLS, AND RESOLVE DISPUTES?

Do You Find That Conflict Is Managing Your Workplace?

Conflict is a part of all of our lives. It is impossible to live and work with others without having conflict at least from time to time. We are all diverse in our background, beliefs, and values. We are also diverse in our people skills and abilities to communicate, and our world is becoming even more diverse each day. It is this diversity that is making conflict even more commonplace.

According to studies, unresolved conflict is responsible for up to 65% of workplace performance problems. Furthermore, 44% of managers report spending more than 20% of their time handling workplace conflict.

Building Your Peace Chest

Understand how you can improve your conflict management and negotiation skills. People can achieve better control over their conflicts. People can even take the negative energy that surrounds conflict, and turn it into a positive outcome. By not looking at conflict as something scary, and instead, looking at it as an opportunity to improve outcomes for everyone involved, people have successfully managed conflict. You will learn not only how to improve your personal skills over time; you will also learn strategies that you can immediately apply to manage conflict.

Settlement Strategies in Negotiation & Mediation

Don't leave your negotiations to chance. Whenever you enter into a negotiation, or a mediation session, you should be prepared for a variety of discussions and outcomes. Your goal should be to completely resolve the underlying conflict, so you should decide beforehand how you are going to communicate your wants, needs, and desires, and you should also consider how you can most appropriately respond to other proposals. The ways you communicate and respond can determine whether the discussions end abruptly or continue productively.

Dealing With Difficult Behavior

Everybody's got them. Difficult people in their lives. Many of them come and go, and when they are in your face, you can't ignore them. So what do we do with them? Learn to recognize the characteristics of difficult behavior and how to best respond. Your goal is to effectively communicate and work together while reducing the conflict. This workshop will teach you techniques and tips to accomplish that goal.