

# Conflict Management and Negotiation Strategies

## Managing Aggression

Bullying

Mobbing

Harassment

Disrespect

Sexual Harassment

Political Correctness

Damage Control

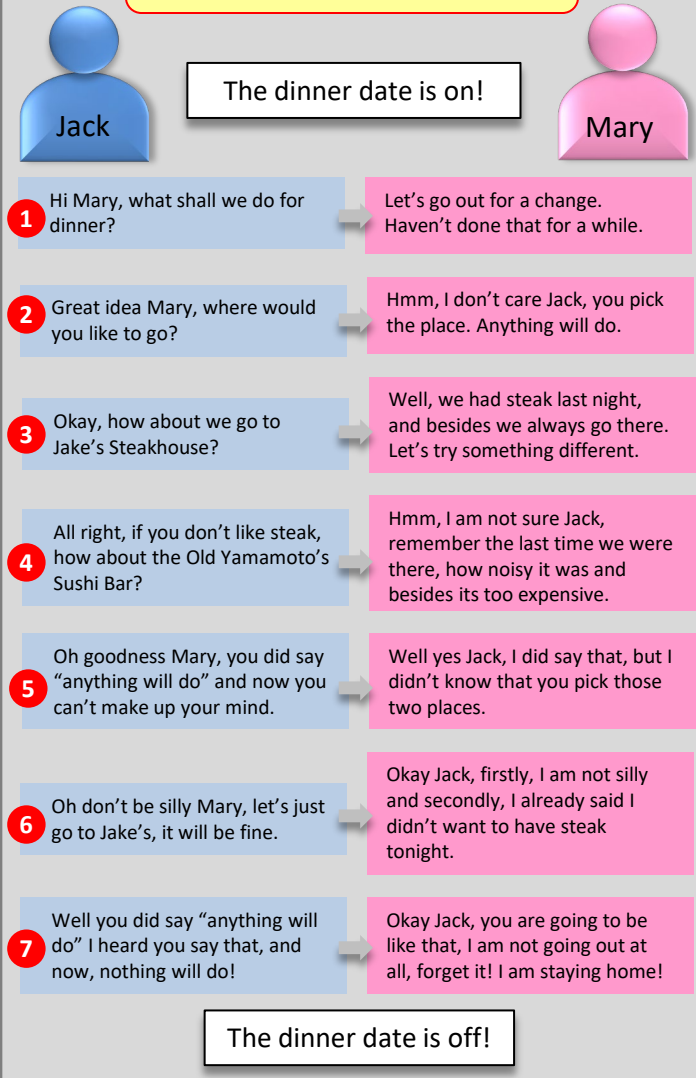
## Managing Emotions



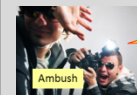
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## Samples from the workshop – Share your skills with a friend.

A Classic Conflict  
How could this have been prevented?

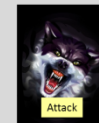


Strategic Listening  
Why must it be learned?



Gotcha!

Search for the speaker's weakest point and attack it.



I hate that message!

Take the speaker's argument and turn it against the speaker



"..let me finish..!!"

Dominate conversation and time and keep the speaker off track



"keep talking.. I'm listening.. Carry on!"

Do unrelated things at the same time. Lack of focus.



Each one  
Teach one



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There is no success without managing conflicts.

This handout is not suited for self learning

