

# HOW TO BUILD ROCK-SOLID RELATIONSHIPS THAT WITHSTAND THE STORMS OF CONFLICT

**You'll learn to:**

- **Diffuse Conflict Quickly *Without* Changing Another**
- **Distinguish Between Ordinary and Extraordinary "Relationship Builders" and Do The "Extra"**
- **Open Possibilities For ANY Relationship To Be More Rewarding**
- **Dissolve Conflict With Sharpened Listening Skills**
- **Create Communication Breakthroughs With The Attitudes of Positive Self-Responsibility and Positive Expectancy**

When people of different backgrounds, experiences, and perceptions interact and work together, "disagreements" and conflict are likely to arise – sometimes followed by blaming, backbiting, gossiping, aggression, withholding, avoidance, arguing, or silent treatment. Conflict can be disastrous for an organization, community, or family.

It doesn't have to be that way. *Conflict* doesn't wreck performance, ruin productivity, damage relationships, or break a team. *Unresolved Conflict* does that, and that's an important distinction to make.

Performance and Productivity often increase when conflict is worked out. Many times after conflict, people grow closer, get more done, and have more fun. Therefore, "disagreements" are actually opportunities in disguise. They are opportunities to grow, fine-tune work processes, deepen understanding, expand ideas, and create a more rewarding environment for everyone.

This program helps you build stronger relationships that enable you to resolve conflict faster when it arises. You realize your power within to turn conflict into cooperation and create win-win paths forward with a spirit of *team*, at home and work.