



Conflict Transformation Training

- Are you looking for dynamic and fun training that produces results?
- Would you like to invest in training that is designed to integrate newly learned skills into your daily work practices?
- Are you seeking training that is customized to your team's specific needs?

If you answered yes to any of these questions, call us today.

Why is Conflict Transformation Associates, LLC (CTA) training different?

CTA tailors learning workshops specifically to your organization's needs. We train distinctions and philosophies that create long term results. All training is designed around a philosophy of transformation.

Transformation is adopting a state-of-mind. It is not learning a skill to apply it in situation a, b, c. It is about changing the person from within and empowering them with a new view of the world. Just as a movie looks different when viewed with 3D glasses, the business world looks different once you transform.

Training Topics

- *When Departments Collide: Transforming Workplace Conflict*
- *Leading with Emotional Intelligence*
- *Infusing CALM© in the Workplace*
- *How to Have Difficult Conversations*
- *Lowering Stress by Increasing Emotional Intelligence*
- *Successful Communication in a Virtual Environment*
- *Putting the CA²RE in Customer Service©*
- *Connecting in the Call Cycle (designed for call centers)*
- *Remaining CALM© Anytime, Anywhere*

Before the Workshop

The magic of each CTA workshop begins at the pre-workshop session. The goal of this session is to define the key learning objectives of the workshop (i.e. what would you like the team to say, think or do following the workshop?).

Beyond the Workshop

Adopting a new state-of-mind requires practice and re-enforcement. CTA training provides reinforcement with our customized Quick Tip lessons delivered in regular intervals. Quick Tip lessons include an objective, a tool, a practice exercise and a mini-quiz.