

## **Conflicts**

- The intention behind the conflict
- The cause and effect of the conflict
- How did it happen?
- The consequences of the conflict

## **Mindset Change**

- Importance for change
- Getting rid of old habits
- Various styles of employees

## **The Blueprint for Conflict Resolution**

- Self-Awareness and Self-Management
- Emotions
- Conflicting Styles
- Conflicting Roles
- Conflicting Resources

## **Building and Sustaining Relationships with Colleagues**

- Breaking Barriers to Effective Communication
- The Mastery of Building Rapport at the Workplace
- Build Trust and Confidence amongst supervisors, colleagues, and peers.