

# Team Development

## Training

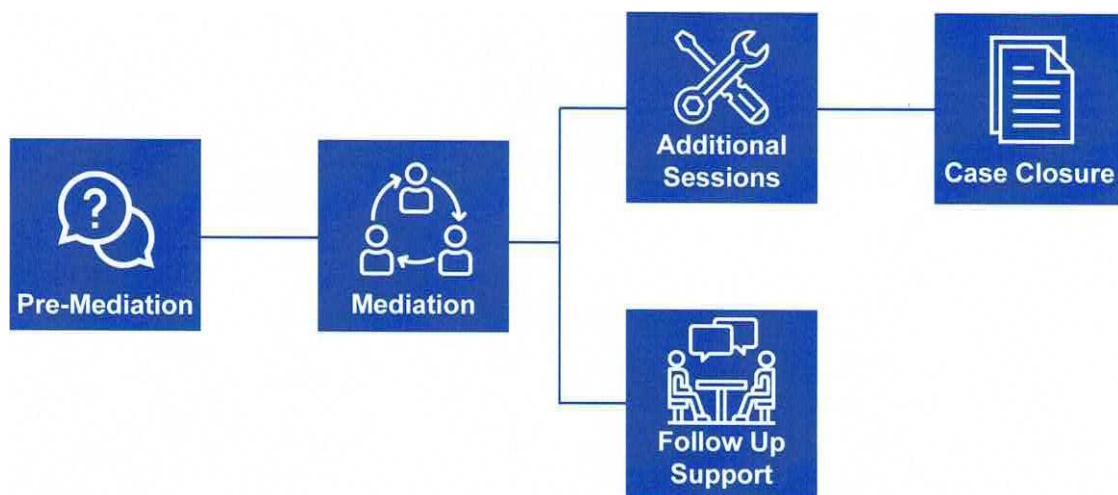
## Coaching

## Mediation



## About Mediation

Mediation is an informal, conflict intervention process that helps individuals discuss concerns and problems. A mediator steps into the difficult situation, whether in-person or virtually, to create an environment for participants to talk constructively with each other. It is a simple and effective way to share and hear information in new ways. As a result of mediation, participants often gain a new understanding of their situation that enables them to engage in more effective problem-solving and decision-making.





# Team Development

## Training

## Coaching



### Our Coaching Programs

Coaching enables individuals, managers, and organizational leaders to develop the key values, behaviors, and "people skills" to lead collaborative and high performing teams that are the foundation for building dynamic, agile teams and organizational cultures. We offer two coaching programs: "Conflict Coaching" and "Team Coaching."

#### Conflict Coaching Program

1-on-1 coaching sessions to help an individual manage a specific conflict situation, or build conflict management skills key to interpersonal effectiveness and team performance.

#### Coaching Programs

Team coaching sessions help teams strengthen communication, collaboration, and problem-solving by intentionally learning key conflict management and effective communication skills together enabling team members to identify and address concerns quickly.



# Team Development

## Training



## Our Training Services

We offer a range of customized conflict management, communication, and coaching trainings designed to strengthen individual and team capacity for improved communication, effective conflict engagement, and creating collaborative team dynamics.

### Conflict Intervention for the Workplace

An overview of conflict management intervention services and strategies for building constructive conflict engagement culture.

### Responding Effectively to Conflict

Learn key principles and practical skills for personally managing difficult situations with others.

### Heated Customer Service

Learn key principles and practical skills for managing challenging customer interactions.

### Coaching for Success

Learn key principles and practical skills for coaching employees to improve management skills and employee performance.

### Customized Training

Our expert team of conflict intervention trainers can customize a training to suit the needs of your unique organization.





# Team Development



## Our Team Development Services

Our team development services are communication-based and designed to interrupt the negative cycle of negative team interaction, rather than team building activities that are not sufficient to address these critical team issues. We utilize a range of conflict intervention services (e.g., interviews, coaching, training, and mediation) to support team members gain clarity about team concerns. Through facilitated conversations, our team building consultant will support team members to strengthen their shared understanding and ownership of creating new team dynamics and effective communication.

