



## **Overcoming Conflict at Work**

by

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### **Short Description of the Presentation:**

Engaging in some form of conflict within the company and/or with customers is common in today's world. This presentation is full of helpful, and practical, tips to aid in the resolution of conflicts. Get ready to take some notes.

### **How to Identify Key Traits of Conflict**

### **Common Situations Individuals Find Themselves In**

### **Tips When Dealing with Conflict with Your Boss**

### **How To Deal with Anger Issues in Others**

### **Suggestions for Cool Off Periods**

### **Managing Conflicts with Customers**

### **Techs Need to Understand Company Pricing**

### **Great Transitional Phrase to Use with Customers**

### **How to Handle Conflict When Previous Techs Have Been Unable to Solve the Problem**

### **Use of Technology to Help Automate Workflow**