Challenge
How do we directly address conflict in a way that preserves or improves relationships, creates new opportunities, and increases productivity?

Solution
Step Up To Conflict is a Lead-it-Yourself Workshop Kit developed by the Center for Creative Leadership (CCL®) in collaboration with the Eckerd College Leadership Development Institute, a valued partner of CCL for over 30 years:

- Conflict is Inevitable: When people work together they bring differing perspectives, opinions, and motives that can lead to conflict.
- Conflict is Not Always Bad: Many conflicts—when handled properly—can create an atmosphere of creativity and innovation.
- Conflict Management Skills Can be Learned: While natural ability is helpful, we know these skills can be effectively developed and improved.

Who would use this workshop kit?
- Internal HR and Training & Development Professionals who aim to make effective conflict resolution core to their leadership development.
- Business Unit Leaders, Team Leaders, or Project Leaders tasked with improving performance of their teams by helping them directly—and positively—address conflict.

What are the benefits for those participating?
- Recognize and understand their own conflict “triggers”
- Understand how different values may contribute to conflict
- Practice active and passive positive responses to conflict in their workplace
- Apply the strategies to a workplace conflict situation

CCL Workshop Kits
At a Glance
CCL’s Lead-it-Yourself Workshop Kits let your HR professionals or experienced team leaders scale up leadership development in simple, pre-packaged modules, now located in one convenient place—yours!

Key Benefits:
- No certification required
- Built on proven CCL research and experience
- Effective, dynamic half-day workshops
- Everything you need is included
- Simple to implement
- Flexible – Choose one or multiple relevant topics
- Trainer support and service available
What's Included?

**Facilitator Kit Includes:**
- Facilitator Guide: Step Up to Conflict
  - Talking points for each slide
  - Helpful tips for participant engagement
  - Breakdown of timeframes required for delivery
- Flash drive that includes:
  - PowerPoint slides
  - Two support videos:
    1. How to use CCL’s workshop kits
    2. Overview of the course and the Step Up to Conflict content
- Internal Marketing Support
  - Editable email message to invite employees to participate in the workshop
  - Editable flyer for organizations to inform participants about the workshop
- One Complete Participant Kit

**Participant Packages include:**
- Participant Workbook complete with content and guided practice exercises
- CCL’s Guidebook Resolving Conflict: Ten Steps for Turning Negatives to Positives
- Values Explorer Card Set
- Conflict Cards

Get Started Today!

**No certification.**
**Scalable options.**
**Affordable development.**

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<tr>
<th>Standard Class</th>
<th>Large Class</th>
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<td><strong>$171 per participant</strong></td>
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<tr>
<td>Includes 1 Facilitator Kit, CCL Content License, and 25 Participant Kits</td>
<td>Includes 1 Facilitator Kit, CCL Content License, and 50 Participant Kits</td>
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To order, or to learn more:
email the Center for Creative Leadership at info@ccl.org or call +1 336 545 2810 or Eckerd College at ldi@eckerd.edu or call +1 800 753 0444.

*Note: Quantity discounts apply to each purchase and are not cumulative.*