



PROPOSAL
Employee Conflict Resolution Training

Memorandum of Understanding

The purpose of this proposal is to establish a clear understanding of the roles and responsibilities of Win-Win Resolutions, Inc. regarding conflict training, and the value of the training to your company based on a proposed training engagement.

Proposed Approach

We have developed a sample six-hour training to meet the objectives of this proposal which includes the following topics/exercises:

- I. The Conflict Cycle**
 - A. Beliefs & Attitudes
 - B. Responses to Conflict
 - C. Consequences of Conflict

- II. Assertive Listening Skills**
 - A. Calm Method
 - B. Reflective Summation

- III. Reframing A Stressful Situation**
 - A. Importance of Validation
 - B. Finding the Positive Perspective
 - C. Reframing Methods & Statements

- IV. Conflict Styles**
 - A. Assessing How Your Style impacts How You React
 - B. Confrontation Skills

- V. Conflict Management**
 - A. Effective Prioritizing – Threat of Violence Scale
 - B. One Step/One Stage at a Time
 - C. Other Techniques: Reverse Role-Play

- VI. Discussion of Specific Situations**
 - A. Questions/Situations Brought by Participants & Our Discussion/Responses of Options that may be utilized for Successful Resolution
 - B. Role-Playing of Specific Situations with Win-Win Techniques

8 Hour (add-on of two hours to previous 6-hour proposal)

VII. Reducing Employee Conflicts

- A. Addressing On-Going Issues
- B. Repetitive Conflicts That Don't Seem to Respond to Conventional Methods

VIII. Effective Company Plans for Conflict Prevention

- A. Creating a New Environment
- B. Creating a New Set of Expectations

Please Note: Your training will be customized according to needs identified in pre-training meeting (see below).

Outcomes of the Training Engagement

The outcomes of this training are as follows:

- √ Reduced conflicts in the workplace resulting in increased productivity in the operations department
- √ Participants will increase their recognition of what “triggers” negative reactions and practice alternative positive solutions in a safe mutual learning environment with skilled staff so participants can be more “proactive” instead of “reactive”
- √ Resolve what issues can be “packaged” in common priorities, what conflicts exist, and what approaches are most tenable for resolution
- √ Increase in communication skills and resolutions to conflict, with emphasis on positive behavior modification
- √ Increase in common vocabulary, “shared- experience” and knowledge of other employees (personally & professionally) to better frame conflicts, develop solutions and improve work place atmosphere
- √ Participants will heighten their awareness of diversity issues and gain new insights about cultural assumptions and their own interactions.

Fee

\$3,000

- Six-hours of instruction per group of 25 employees
- Two Win-Win staff facilitators
- Comprehensive training/reference manuals provided per participant
- Flexible scheduling available (weekly two-hour sessions can be held over three consecutive weeks)

\$4,000

- Eight-hours of instruction per group of 25 employees
- Two Win-Win staff facilitators
- Comprehensive training/reference manuals provided per participant
- Flexible scheduling available (weekly two-hour sessions can be held over four consecutive weeks)

Both fees include **one pre and one post meeting** (up to one hour per meeting with client) which includes the following:

Pre:

- address company's concerns, group dynamics and any other "issues" previously identified
- identify your "influential" employees, any recent conflicts?
- discuss desired outcomes of training
- customize content of training

Post:

- collect and discuss participant evaluations
- receive feedback from client
- share feedback/observations from Win-Win training staff with client
- explore further steps, if needed

Please contact Debra Vigliano to schedule and customize your 6-hour session.

Warmest Regards,

Debra Vigliano

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