



# MASTER CONFLICT RESOLUTION

Master trainer, author, and inspirational speaker Alan B. Thompson will be showing leaders how to reshape and empower their conflict resolution techniques.

- **What Is Conflict? How Does It Arise?**
- **The 6 Types of Conflict**
- **Johari Windows, Managing Emotions and Egos**
- **The Yes Room and the No Room**
- **The Power of Conversation: Proper Use of Words**
- **Understanding a Parties DNA**
- **The Reticular Activating System**
- **True Disagreement vs. Perceived Disagreement**

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