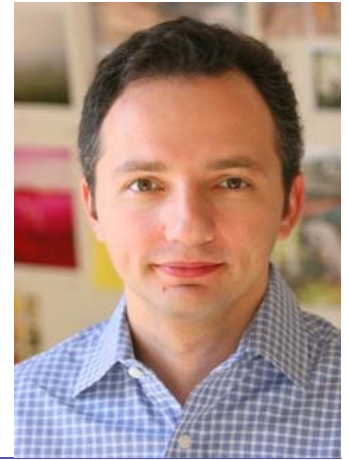


Alex Yaroslavy

presents the Summer 2007



Conflict Leadership Course

Aligning Intention with Impact

Did you ever have an argument with a coworker and wish you had handled it better?

This 4-session course will teach you to respond to conflict with maximum effectiveness and power.

After completing the course you will be able to:

- redirect any combative conversation to a cooperative dialogue;
- deliver a clear message others will trust even if they disagree;
- ask effective questions that elicit information and openness;
- send a tough message while preserving the relationship;
- increase effectiveness by matching language and nonverbal cues;
- avoid “auto-pilot” responses that escalate conflict.

June 6, 2007
June 13, 2007
June 20, 2007
June 27, 2007

6:30p.m.

-

8:00 p.m.

Midtown
Location

4 Sessions: \$500

For registration, location and additional
information

call: 917-754-7558
email: alex@yarogroup.com

Yaro { people
Group { process
 technology