

# Conflict: how to work through differences

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## Participant Comments



Well prepared and presented; I am sure the information will be very useful in both professional and personal life; Good concrete examples; Condenses pertinent information effectively and comprehensively; Mr. Schwartz is simply unbelievably good; The program was clear and interesting – instructor used his time wisely especially in the lectures and group work; It was exactly what was advertised; I found this program thought provoking; I could see the instructor using these techniques quite effectively while we were in discussions and during our role plays–impressive; Andrew is a super trainer, speaker and coach!; Terrific job; Vocal, humorous, practical and knowledgeable; Very professional and challenging; Anecdotes were great; Kept me interested wanting to know more; Kept discussions moving and encouraged participation; Knowing how to better identify types of conflict situations and practical techniques for handling situations; Structured, moved at reasonable pace; I found the role playing conflict situations and drawing exercises very helpful; The fact that we worked in small groups and the written materials helped a lot; Visual aids were great; Set goals and work on behavior not personalities; Andrew identified many different sources and methods of dealing with conflict; I learned how to identify my own conflict management style and it taught me how to become aware of conflicts that don't get addressed; The role playing and talking to people from different backgrounds supplemented my learning; Mr. Schwartz conveyed a confident mastery of the material; The practice sessions and feedback from others taught me a great deal; The procedures for dealing with conflict were presented in very concrete and realistic ways; The visual aids were wonderful–the small groups helped a great deal–the written material was very comprehensive, The role playing helped me understand the theories; Specific strategies were given which helped me to comprehend the material; The different exercises with the other participants were interesting, varied and profitable; The eight useful habits to get into to resolve conflicts, the "I" statement, the feedback and setting goals and work on behavior and not on personalities; The "I" plan will be a very important tool in my conflict management; Diagnosis of conflict situations and developing constructive approaches – This program included direct, practical information which was formal, when learned, and yet, applicable to all life situations; The one to three rule and the behavioral style chart was fantastic information; Dealing with the situation rather than avoiding it; How and when to use what techniques to manage the situation and personalities involved; The SMART method; Ask for more specifics and feedback; How to stay focused on the central issues; Not to be afraid of the situation and the four "C's"; Measuring the results of expectations outlined; To make sure that people understand even if they are not in agreement; To not allow myself or others to remain "in the dark"; How to better defuse the situation; To be direct and timely in my interactions; To be prepared and to have a diversified game plan; To change my communication tactics; Great to have action plans.

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