



**South-Central Synod of Wisconsin**  
**Evangelical Lutheran Church in America**  
God's work. Our hands.

## **SPEAKER'S BUREAU CONTACT INFORMATION**

### **TOPIC: DEALING WITH CONFLICT**

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#### **DESCRIPTION OF YOUR OFFERING:**

This customized cross-generational program will give people of all ages proactive strategies to deal with the challenges of effectively communicating with one another. Participants will learn how to retrain their brains to think, talk, act, and sustain the momentum of their newly developed behavior. Those in attendance will gain the following skills:

- ◆ The ability to avoid unnecessary conflicts by establishing a culture that permits stakeholder groups to have voice and agency.
- ◆ The capacity to better understand others' viewpoints, thus creating a culture characterized by safety and the free flow of information.
- ◆ The expertise to create a strong sense of community as demonstrated through caring, compassionate, and trusting behaviors.
- ◆ The capability to create a framework that guides the user through strategies and techniques to use when faced with problematic situations.

This training can be customized to meet the unique needs of your situation in your setting. Examples could include:

- A half-day or full day professional development with a designated group of individuals.
- An individualized experience tailored to address a certain issue or issues.
- A comprehensive study of this topic designed to:
  - Use scripture as the foundation for this work
  - Support those in attendance to create norms, systems, and infrastructures that proactively work together to bolster relationships, and avoid unnecessary problems.
  - Equip participants to identify the root cause(s) of a problem by using well thought out strategies and approaches.
  - Learn how to use data so that informed problem solving can occur.

