

# Managing Strengths and Conflicts: Making your Team a Winner

## **Duration**

2 days

## **Instructor**

Douglas Muir

## **Class Limit**

20 students

## **Prerequisite**

None

## **Price**

On-site:

Please contact SPC  
for pricing (contact  
information on page 2)

Public Training:

\$995 (2 days)

\*Discount available for  
early registration

## **Materials Provided**

- Student manual containing the course slides
- Student handouts with class exercises and class studies

Conflict is a fact of life—for individuals, organizations, and societies. The costs of conflict are well-documented—high turnover, grievances and lawsuits, absenteeism, divorce, dysfunctional families, prejudice, fear. What many people don't realize is that well-managed conflict can actually be a force for positive change.

The tools provided in this workshop help people to identify the source of their conflict and manage it more effectively—reducing unwarranted conflict and turning warranted conflict into opportunities for growth and the strengthening of relationships. These tools are unique among conflict management tools because they assess individuals' motivational values. They get at the reasons behind conflict behaviors and show how those reasons connect to an individual's motivational values when things are going-well.

This workshop provides powerful learning experiences. Participants are challenged to choose behavior more consciously; to reframe and prevent unwarranted conflict, to actively manage warranted conflict in such a way as to restore the self-worth of everyone involved and therefore produce higher quality work and create better working environments.

The participant works through a series of activities designed to raise their awareness of motives and conflict sequences—for themselves and the other team members. They then shift to activities that lead to a deeper understanding and appreciation of each other, followed by activities designed to promote interpersonal effectiveness.

Many teams' purpose is to work themselves out of a job. When high performing teams are broken up, their members are highly sought after by other teams within (and outside of) the organization. When multiple teams within an organization use a similar approach to training and development, the process of adding new team members can run more smoothly—keeping projects on schedule and retaining high-performers.

## **Intended Audience**

This seminar will be useful to software engineers, managers, human resources, sales and marketing—anyone participating in team efforts. If you want to understand the nature of conflict and strength, and the role each play in building effective team dynamics, then you will find this workshop energizing and enlightening.



TRAINING

# Managing Strengths and Conflicts: Making Your Team a Winner

## Instructor

Software Productivity Center's Douglas Muir has over 20 years of professional experience as a Software Engineer and Project Manager. He is one of North America's leading instructors of the *In Search of Excellent Requirements* course, as well as other project management workshops. Doug's expertise has given countless software developers the skills and techniques needed to successfully bring a project to market. Before joining SPC, Doug held product development positions in large-scale and multi-country telecommunications projects at Libraxus and Nortel. He has also worked as a project manager in government, military and commercial enterprises in both Canada and the U.K. Doug holds a Project Management Certification from PMI.

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For more information on this or other SPC Springboard courses, please visit [www.spcspringboard.com](http://www.spcspringboard.com) or e-mail SPC at [info@spc.ca](mailto:info@spc.ca)

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## Day One

- Introduction with participant interview exercise
- Key relationships exercise
- Theory overview
- The four premises of relationship awareness theory
- Scoring and charting
- Motivational value systems and valued relating styles
- Borrowed / mask relating styles
- Self-worth model
- Portrait of personal strengths

## Day Two

- Introduction to conflict
- The living triangle
- Portrait of overdone strengths
- Strength management
- Conflict model
- Arrow dynamics
- Learning gains and action plans
- Follow-up exercises
- Closing and evaluation



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