

The conflict and communication activity book: 30 high-impact training exercises for adult learners

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Abstrak

"Every workplace has its share of conflict, and one of training's universal goals is to help organizations resolve it in a way that brings benefit to everyone involved. This timely activity book offers 30 ready-to-use exercises trainers can use to help workshop participants communicate more effectively and create positive outcomes from conflict situations. The Conflict and Communication Activity Book features: * Field-proven exercises from the authors' worldwide experience * Easy-to-follow instructions for preparation, additional reading, and Q & A processes * Valuable essays on handling conflict situations * An Exercise Matrix to sort activities by type, length, and other parameters It also includes a jam-packed Trainer's Toolbox containing more than sixty handouts, flipcharts, and overheads; workshop agendas; instructions for breakout sessions; and tons more. From the quick-fix solutions of the "My Workshop Starts in Five Minutes" section to fully developed sessions, this book will be every educator's best friend."