



MVP BUSINESS SOLUTIONS

## MVP BUSINESS DEVELOPMENT SERIES

Administration

Production

Leadership

Sales and Marketing

Financial Management



# Have A Nice Conflict!

## IS THAT EVEN POSSIBLE?

Conflict is a source of inefficiency and higher costs for organizations. When our people cannot work well together it leads to poor morale, longer lead times on projects, and employee turnover. Each of these can have a significant impact on the bottom line. Learn how to spot and prevent conflict through greater awareness of what motivates yourself and others. This workshop will take you through two unique assessments (To be completed on-line prior to the workshop) which will be used to gain insight into the triggers of conflict for ourselves and those we interact with. Utilizing the tools from Personal Strengths Publishing, Inc. You will learn how to become more effective in your relationships, both personal and professional!



## Taking Ownership to Deliver Results

Is everyone on the team pulling in the same direction?

Your challenge is clear: Create a great team, a high performing team—and keep it great. To achieve this, you need to empower your team to embrace accountability for three critical business priorities:

**People:** Teach your people to deploy the right strengths, at the right time to take ownership of the outcomes their actions produce.

**Performance:** Ensure that your people's choice of strengths—in every high-stakes situation—directly supports your team's performance.

**Process:** Activate a process for selecting strengths and navigating conflict that delivers exceptional business results—consistently.

### WHO SHOULD ATTEND

Shop Owners, Managers, Production Managers, Estimators and Technicians. Anyone in your organization who interacts with others in order to get things accomplished for the organization.

### INSTRUCTIONAL OBJECTIVES

- Learn to understand your own core and what motivates you to interact with others the way you do.
- Learn to interpret the motivational core of others and plan ways of interacting that can be more effective considering our own core and being mindful of the core of others.
- Learn what motivates people when things are normal and what happens when people are in conflict.
- Learn to make better choices on which strengths to use.

### COURSE LENGTH

1 day.

### CLASS SIZE

10 minimum, 24 maximum (facility dependent as this is a highly interactive workshop)

### MINIMUM REQUIREMENTS

Any PPG or Nexa Autocolor® customer is eligible to attend any MVP Business Development Series course.

Participants will receive a learner's guide, assessment results, SDI quick guide, working with core strengths book, lunch and refreshments.

## How is the course delivered?

There are two basic offerings:

There is a **multiple-customer course** that is conducted within a market to allow a key leader(s) from the Collision Center to learn the content and decide if it is an appropriate fit for the home organization.

If an organization decides to embrace this class there is an **on-site workshop** that can be delivered at the customer location to allow participation from a cross section of the organization or even the entire organization.

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