



creative conflict

WHO SHOULD PARTICIPATE?

Anyone who experiences conflict

WHAT'S IN IT FOR YOU?

- Less time feeling turmoil
- More diverse ideas
- More creative problem solving
- Higher morale
- Stronger relationships
- Better communication

innovativeTM
interchange
ASSOCIATES

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Do you turn and walk the other way when you see someone who tends to push your buttons? Is time wasted in your meetings when the same two people argue over even the most minor differences? Do you find yourself becoming defensive when your bosses question your decisions?

Conflict is a natural part of human interaction. Negative responses to it don't have to be. **Creative Conflict** can help you think differently about conflict and how you deal with it.

This one-day behaviorally based workshop will help you define conflict and understand why many people try to avoid it at all costs. And you will learn skills and tools that can reduce the tension and help you learn from it.

We cover such concepts as:

- Seeing the value of conflict
- Understanding your emotional response to conflict
- Steering conflict toward a more positive outcome
- Understanding you can control your response to conflict; you can't control other people's behavior
- The inherent worth of every individual
- Choosing how we think and behave
- Self-coaching

Creative Conflict can help you turn high-stress interactions into opportunities to connect with people and ideas, creating satisfaction for everyone.

Call us today to find out how to get the most out of conflict.

about innovative interchange

Innovative InterChange is an independent consulting and facilitation company dedicated to helping clients break the cycle of personal stress and organizational mediocrity.

With more than seventy years of research and experience behind us, we design and deliver workshops that teach effective communication, collaboration, appreciation of diverse ideas, creative problem solving, and change management.

We take time to get to know you and your specific goals, and then we create a customized experience—based on the iiChange model—to fit your needs.

dayton region facilitators



Kathy Hollingsworth
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Kathy is dedicated to helping others reach their potential by understanding their worth and using iiChange skills and tools to enrich their lives. Prior to starting Innovative InterChange Inc., she spent twenty-nine years in banking, including several years as president and CEO of National City Bank, Southwest.

Kathy earned a bachelor's degree in geography from Wittenberg University and an MBA from Case Western University



Heather Martin
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Heather has a passion for communicating important, compelling ideas and for helping people see and appreciate the value in diverse points of view. Heather joined Innovative InterChange Inc. in January 2007 after nearly seventeen years as a professional journalist, including three and a half years as publisher of the Dayton Business Journal.

She has a bachelor's degree in English from Wittenberg University and a master's degree from Northwestern University's Medill School of Journalism.



Steve Haber
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Steve has thirty years of award-winning architecture and engineering experience and has led a personal growth seminar for Life Success Seminars in Cincinnati since 1995. He has a reputation for identifying the steps for personal and professional growth; he is compassionate and has a highly intuitive ability to assist in breaking through the fears and barriers that often sideline individual and organizational goals.

Steve is a registered architect in several states and an NCARB certificate holder. He earned his bachelor's degree in architecture and his Professional Practice Certificate from the University of Cincinnati.