



“Resolving Conflict in the Office – A better way to Human”

“100% of employees are people. 100% of customers are people. 100% of investors are people. If you don't understand people, you don't understand business.” – Simon Sinek Optimist & Author

*An average of 485,800 employees resign each year as a result of conflict. The cost of recruiting replacement employees amounts to **2.6 billion** each year while the cost to employers of lost output as new employees get up to speed amounts to **12.2 billion**, an overall estimate of **14.9 billion** each year. A further 874,000 employees are estimated to take sick leave each year as a result of conflict, at an estimated cost to their organizations of **2.2 billion** (Acas, 2021).*

Business owners and managers have found themselves in a chokehold, in a climate where employees are more comfortable with tweeting or posting passive-aggressive comments via Facebook and Instagram than they are with direct human-to-human conversations. Employees and managers alike find themselves in a world where communication is strained, and Covid has only exacerbated this issue. In this audience-friendly, humorous, conversational talk, Cameron engages the audience in a much-needed dialog about tough conversations in the workplace. This approach gives the listeners much-needed permission to speak to fellow co-workers and employees using the techniques taught in the session. The audience is empowered to have conversations they once thought would be difficult or even impossible. With her expert level of understanding of personalities, the audience leaves with the ability to quickly identify and react to personnel and clients in their specific “language.” Cameron Starnes, CEO of Step 3 Consulting, DISC-certified practitioner, and speaker takes the audience through the four major behavior styles, a theory of psychology used since 1928 to help people become better communicators. With the knowledge and understanding gained in these sessions, business owners and employees are better prepared to become extremely successful. Whether you are a CEO, manager, or salesperson, you will leave this session with real-world, useful information to help you resolve conflicts in your organization.

