

CHIEF PEACEKEEPER, KEITH GROSSMAN



I am an attorney licensed in the State of Florida since 1991, a Family and Circuit Civil mediator certified by the Supreme Court of Florida, and an Arbitrator qualified by the Florida Supreme Court. I have handled hundreds of trials and mediations. I have seen numerous people handle conflict poorly. Their relationships are destroyed, the costs related to the conflict are astronomical, and the court proceedings are endless. The shame is that it can all be avoided.

After almost 25 years of practicing law, however, I am more secure than ever in my belief that finding solutions is better than fighting. I have primarily been a divorce and family law attorney during my career, and I discovered that I play an important role in helping my clients to understand the value of solution thinking. I have to mentor my clients to think and behave in ways focused on solutions rather than fighting. I am proud of the book I wrote for my clients titled ***Does Every Divorce Need a Shark?*** The concepts and methods that I learned working with my clients in these cases, I now apply to the workplace environment. It has become my passion to help people effectively manage conflicts in their lives.

I have worked with businesses as a trainer, a facilitator, and a conflict management coach working with individual's one-on-one. My services center around communication skills, conflict management skills, and consensus building. My goal is to offer solutions to conflict at an early stage so that you stay out of court, don't go broke, and preserve your relationships.



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#peacechest

MANAGERS NEED A PEACE CHEST TO HANDLE CONFLICT IN A WAY THAT SAVES YOU MONEY AND YOUR CLIENTS APPRECIATE

I never understood why people physically or emotionally fight. I just don't see what benefit comes from beating each other up. Whenever I find myself on the verge of having a fight, I always look for solutions to avoid the fight. As a kid, I always struggled with avoiding a fight because I know other kids looked at that as the cowardly way out. *I saw it is the smart way out.*

I think avoiding all types of fights should be the goal. We spend way too much time protecting our egos and killing solutions.

CONFLICT IS MAKING YOU BLEED.

According to studies, unmanaged conflict is responsible for up to 65% of workplace performance problems. Furthermore, 44% of managers report spending more than 20% of their time handling workplace performance problems. *You are paying wages to employees who are spending an incredible amount of time managing conflict.*

HOW WE HELP MANAGERS HANDLE CONFLICT MORE COMFORTABLY

Ray the owner called me because one of his managers was a talented and valued employee. Because of her interpersonal skills, however, none of the other employees wanted to work with her. They felt that she bullied and insulted them. It resulted in her work suffering because the others didn't timely provide her with the information she needed to complete her projects. For Ray, he was paying for employees who were duplicating efforts and providing slow and sub-par final projects. Ray needed help communicating to his manager that her behavior was costing the company money, that her behavior was diminishing morale, and that she needed to commit to a skills training program for improvement.

Tracy from Human Resources called me because one of her departments was in disorder. They had promoted one employee to supervisor, and half the employees aligned themselves with another employee who was passed over for the promotion. They were sniping at each other and constantly complaining to the Department Head and Human Resources. They were communicating poorly and undermining each other's work. For the company, work was getting done poorly, or not at all, and the employees were monopolizing the time of other managers to handle the constant disagreements.



Causes of Workplace Performance Problems



In addition to these daily costs, you are losing money because unmanaged conflict leads to:

- Sick time
- Turnover
- Lawsuits

Unmanaged conflict is the largest reducible cost for any business.

I am Keith Grossman, and I help individuals and businesses manage conflict more comfortably. I do this by offering facilitation, training, coaching, and educational products. I hear all the time from the people that I work with that they need help learning how to manage conflict between the employees.

I love when people say things like this about the work I'm doing:

“Keith has an exceptional ability for communicating a very complex, and sometimes ‘touchy’ subject of conflict resolution, with practical applications for the end user. I have been a participant at this public lectures on the subject of conflict resolution, and walked away with some very easy to do steps to manage conflict in the workplace as well as prevention strategies.”

— Harry Looknanan, Jr.

Your people are your most valuable resource. What are you doing to reduce your costs resulting from unmanaged conflict?

Your investment in my services and products will help you feel more in control of conflict and disagreements and help your people find consensus. You will:

- Reduce costs and time related to conflict
- Preserve relationships with your people
- Stay out of court

It is because of my passion to help people develop their skills and find solutions to conflict, I created my **Building Your Peace Chest** program. My **Building Your Peace Chest** program is available to you in a variety of ways for a full year:

- 2 onsite full day training workshops during the year tailored to your specific needs with role-playing and interactive practicing of skills
- Webinars
- Training workbooks, handouts, and Coaching Guides for training workshops and webinars
- Ongoing telephone and Skype support to reinforce learning
- Copies of all articles, books, videos, and podcasts I have produced prior to and during the year of your investment
- Monthly articles for your employee newsletter and internal communications
- One-on-one Learning Coaching sessions

WHAT SKILLS ARE IN YOUR PEACE CHEST?

War Chest -noun 1. A reserve of funds used for fighting a war. 2. A sum of money used for conducting a campaign or business. You've heard about the "War Chest" -saving up money and resources to prepare for war. Unfortunately, that's the way many people prepare for a conflict. How about preparing a "Peace Chest" instead? You can turn a negative and uncomfortable situation into something manageable, maybe even productive.

Your managers will learn to engage conflict with purpose and goals rather than reacting, to apply mediation skills to achieve cooperation, and to build collaborative relationships. Your managers will also work with me to develop a strategy for applying and practicing their new skills. The strategies are developed from hard facts and data, not gut feelings. Your managers and I will spend time reflecting on the data to create opportunities for practice and other specific action steps with the goal of improving relationships and productivity. We assess their current level of skills so that we can measure improvement.

How Conflict Management Training Helps



My Building Your Peace Chest program is presented in a concierge format, meaning I provide coaching, guidance, and support to your managers throughout the year of your investment.

