



RESOLVING CONFLICT

with Krysta Tzelepi M.A, PCC
Managing Partner Treasure Lab PC

Resolving Conflict in 2 online training sessions.

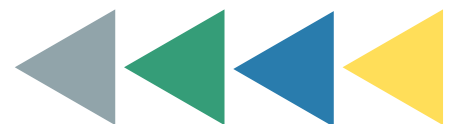
An interactive, hands-on workshop, focusing on CONFLICTS and how to solve them, whether you are the mediator/leader or one of the conflicting parties.

In this one-day workshop, leaders will explore a 6-step method proven to work in conflict situations, while discovering their own conflict style & practicing their own real-life cases.



What will I learn?

- What creates Conflicts
- Behaviours I prefer in Conflict situations
- Role Play Scenarios and Practice
- Six Steps for Conflict Resolution
- Your Conflict Style and how to use it
- How to work with your team to preempt conflict
- Putting it all together: what will I change?



- *A creative Friday, that will help us in our conflicts management/resolution!*
S. Diamantopoulou, Hellenic Petroleum Group
- *A different unique training method that leaves its imprint/footprint for a long time. A great training experience!* *M. Sereti, Eurobank HHL*
- *I spent 8 creative and substantial hours, learning useful things, directly applicable, that will help me in my everyday life, in managing my team!* *M. Dimopoulou, Papastratos PMI*
- *A wonderful training experience, highly recommended!* *K. Metaxakis, Barba Stathis S.A*
- *Outstanding workshop, useful for everyday life at workplace!* *N.Tsokanas, Bayer Hellas*
- *Very good training with practical examples of conflict resolution at workplace.*
S. Liapis, Bayer Hellas

KRYSTA TZELEPI, M.A., PCC is a seasoned solution focused leadership coach, team facilitator. She is the founder, Managing Partner of Treasure Lab PC, an International Faculty Member of Solution Surfers and a Celemi business partner for Greece & Cyprus. Krysta has also been trained as a Certified Professional Coactive Coach, a certified IC Agile coach, is an Authorized Team Facilitator by TCI and in 2019, she became a PCC Assessor, for the International Coaching Federation-ICF.



With studies in Psychology and an M.A. from Tufts University, Krysta started her career in HR and served as an HR Manager for Marks & Spencer, as Learning & Development Mgr for Citibank, before making a shift to Learning & Executive Development with HRDC, her own consultancy firm in 2000.

An ICF accredited PCC coach, since 2010, she is one of the pioneers who brought coaching to the Greek market in 2004 and who later introduced solution focused coaching in Greece. Since 2011, she runs the Solution Focused Coaching School, for internal coaches only, in cooperation with SolutionSurfers International. As a speaker, she has appeared at HR and Management Conferences in Greece, Turkey, Romania etc. as well as TEDx events.

At Treasure Lab, together with her team and the client, they co-create coaching & leadership development programs for large and multinational organizations. The programs are practical, contain steps, use coaching as a tool for change and bring tangible results and ROI. In 2019 the Coaching program that they designed for Leroy Merlin received an HR Award.

Krysta is a founding member and President 2021 of ICF Greece, a founding member of HCA-EMCC and a member of GPMA.

