

**Dispute Resolution: Learning
to Hug It Out and Cash It In**

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Learning Objectives

During this session, attendees will learn to:

- 1. Understand the fundamentals of emotional intelligence in conflict**
- 2. Maximize relationships for revenue growth and bottom line success**
- 3. Apply the 5 step process for effective dispute resolution**



**“Conflict is
inevitable,
but combat
is optional”**

-Max Lucade



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Why is it so hard to lean into conflict?

- Fear of rejection or disapproval
- Discomfort and anxiety
- Cultural and social conditioning
- Fear of escalation
- Lack of conflict resolution skills



Is conflict good?

- Opportunity for Growth
- Innovation and Improvement
- Enhanced Relationships
- Clarification and Understanding
- Assertiveness and Confidence



**“Your unhappiest
customer is your
greatest source of
learning”**

-Bill Gates



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Step 1: Listen

- Gain a clear understanding
- Get all the information
- Listen before assuming
- Empathize and apologize
- Position yourself to be on their team



Step 1: Listen

Step 2: Clarify

- Ask questions
- Repeat back
- Let me look into this
- Do not solve yet!



Step 1: Listen

Step 2: Clarify

Step 3: Research

- Always more to the story
- Review contracts
- Talk to contacts



Step 1: Listen

Step 2: Clarify

Step 3: Research

Step 4: Ask “How can we make this right?”

- Don't assume
- Shows vulnerability and EQ

Step 1: Listen

Step 2: Clarify

Step 3: Research

Step 4: Ask “How can I make this right?”

Step 5: Do It

- Timely
- Communicate and follow up
- Educate for the future

**“The aim of dispute
resolution should
not be victory, but
progress”**

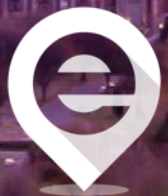
-Joseph Joubert



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Role Play

Because we all love role plays!!!



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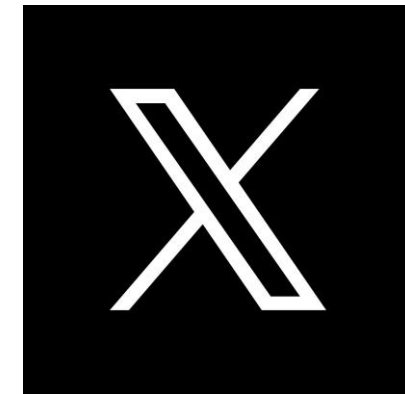
Takeaways

- Lean into conflict
- Conflict can be good!
- Listen, clarify, research
- Ask how you can make it right
- Do it
- Practice



Continue the Conversation

#NACEEXP24



Your Opinion Matters!

Please complete the education
evaluation for **EVERY** session
you attend!

Thank you!

