



CONFLICT MANAGEMENT

A PLAN FOR MOVING FORWARD

XYZ Company

COURSE AGREEMENTS

- ✓ Be respectful
- ✓ Be constructive
- ✓ Be present





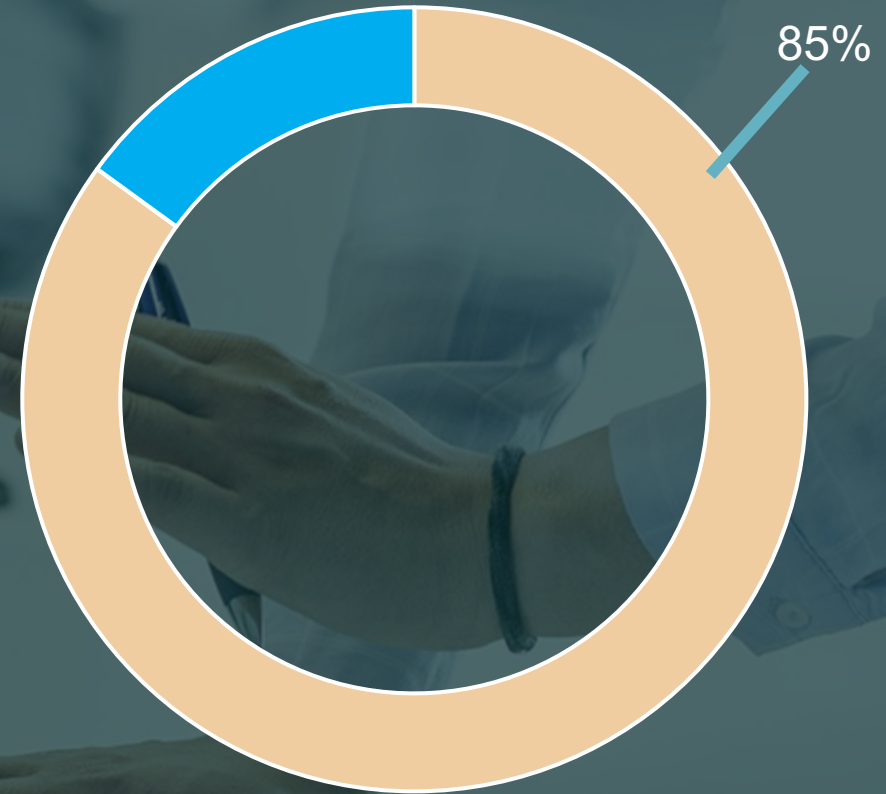
Learning Objectives

- *Define conflict management*
- *Identify the 5 step process to manage conflict*
- *Practice implementing the 5 step process to managing conflict*

What is Conflict Management?

Conflict management is the process of resolving conflict between two or more parties. It requires the use of strategies in de-escalation and compromise.

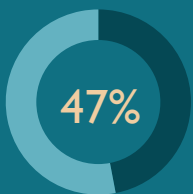
Conflict management processes should not be employed for minor work inconveniences.



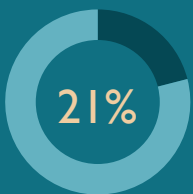
85% of employees report having experienced conflict at their place of work.

THE MARKET: Lorem ipsum dolor sit amet

Lorem ipsum dolor



Customer 1

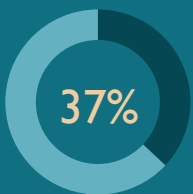


Customer 2

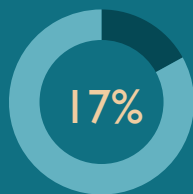


Customer 3

Lorem ipsum dolor



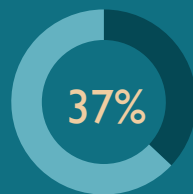
Customer 4



Customer 5



Customer 6



Customer 7

CUSTOMERS	GROWTH	YR1	YR2	YR3
Customer 1	2%	\$15000	\$15300	\$15606
Customer 2	5%	\$25000	\$26250	\$27563
Customer 3	5%	\$20000	\$21000	\$22050
Customer 4	1%	\$5000	\$5050	\$5101
Customer 5	1%	\$5000	\$5050	\$5101
TOTAL	2.8%	\$70000	\$72650	\$75420



OUR SPECIALIZED OFFERINGS



Lorem ipsum dolor sit amet, consectetur



Etiam aliquet eu mi quis lacinia



Suspendisse sit amet ipsum finibus justo

BUSINESS MODEL

General Services

- *Lorem ipsum dolor sit amet, consectetur adipiscing elit.*
- *Etiam aliquet eu mi quis lacinia.*
- *Ut fermentum a magna ut eleifend.*
- *Integer convallis suscipit ante eu varius. Morbi a purus dolor.*

Cultivate Referral Sources

- *Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam aliquet eu mi quis lacinia.*
- *Ut fermentum a magna ut eleifend. Integer convallis suscipit ante eu varius. Morbi a purus dolor. Suspendisse sit amet ipsum finibus justo viverra blandit.*
- *Ut congue quis tortor eget sodales. Nulla a erat eget nunc hendrerit ultrices eu.*

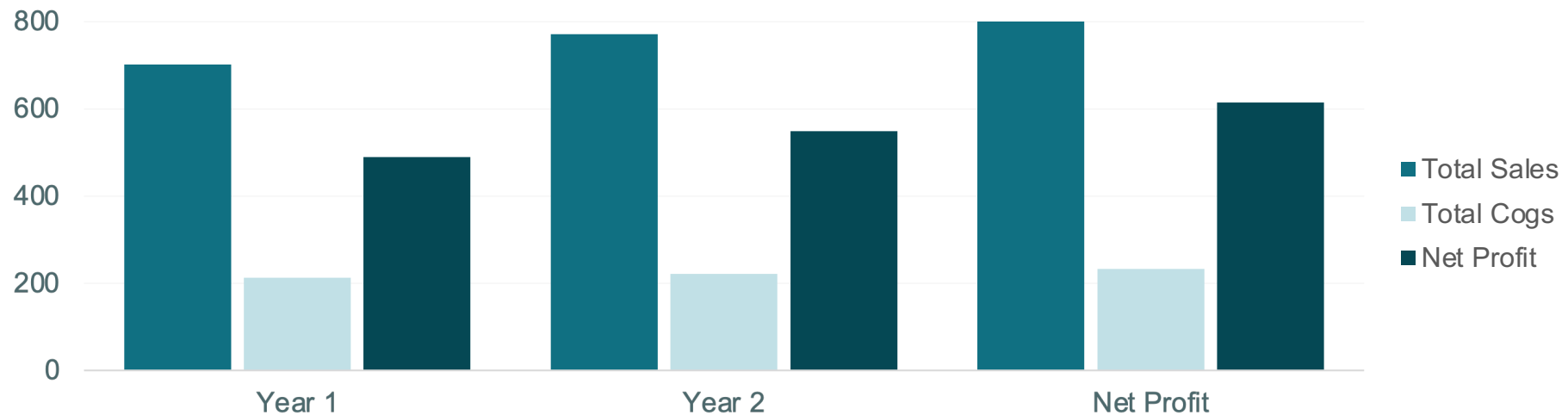
Become an Expert

- *Lorem ipsum dolor sit amet, consectetur adipiscing elit.*
- *Etiam aliquet eu mi quis lacinia.*
- *Ut fermentum a magna ut eleifend.*
- *Integer convallis suscipit ante eu varius. Morbi a purus dolor.*

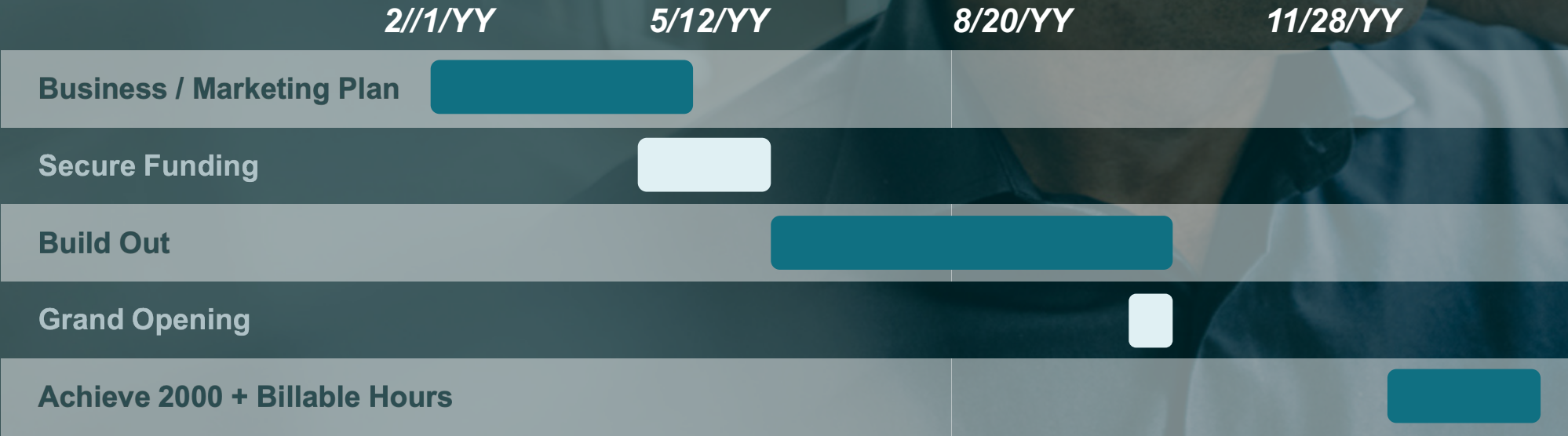
SALES FORECAST

3 YEAR SALES SUMMARY	YR1	YR2	YR3
Total Sales	\$702,000	\$400,000	\$500,000
Total Cogs	\$212,000	\$222,600	\$233,730
NET PROFIT	\$490,000	\$549,600	\$615,690

Annual Income & Gross Profit



KEY TIMELINE GOAL



THE TEAM



August Bergquist
Manager



Victoria Lindqvist
Owner



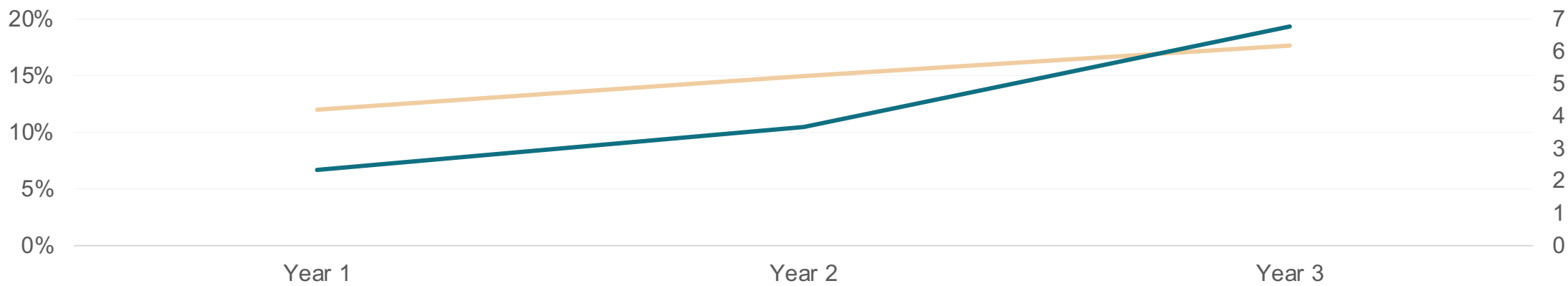
Allan Matson
Key employee

BUSINESS RATIOS

FINANCIAL RATIOS	YR1	YR2	YR3
Profit Margin	12.07%	14.95%	17.66%
Assets to Liabilities	2.83	4.24	7.44
Equity to Liabilities	1.83	3.24	6.44
Assets to Equity	1.55	1.31	1.16

LIQUIDITY RATIOS	YR1	YR2	YR3
ACID Test	2.34	3.66	6.67
Cash to Assets	0.83	0.86	0.90

Success Ratios



MAJOR COMPETITORS



Heading 1

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Heading 2

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Heading 3

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REQUIRED FUNDING

OTHER INVESTMENT
\$55,000 - 21%

DEBT INVESTOR
\$100,000 - 39%

BANK
\$50,000 - 20%

OWNER EQUITY
\$50,000 - 20%



USE OF FUNDS: Fixed Startup Expenses

MISCELLANEOUS COSTS

\$8%

WEBSITE DEVELOPMENT

\$2%

WORKING CAPITAL

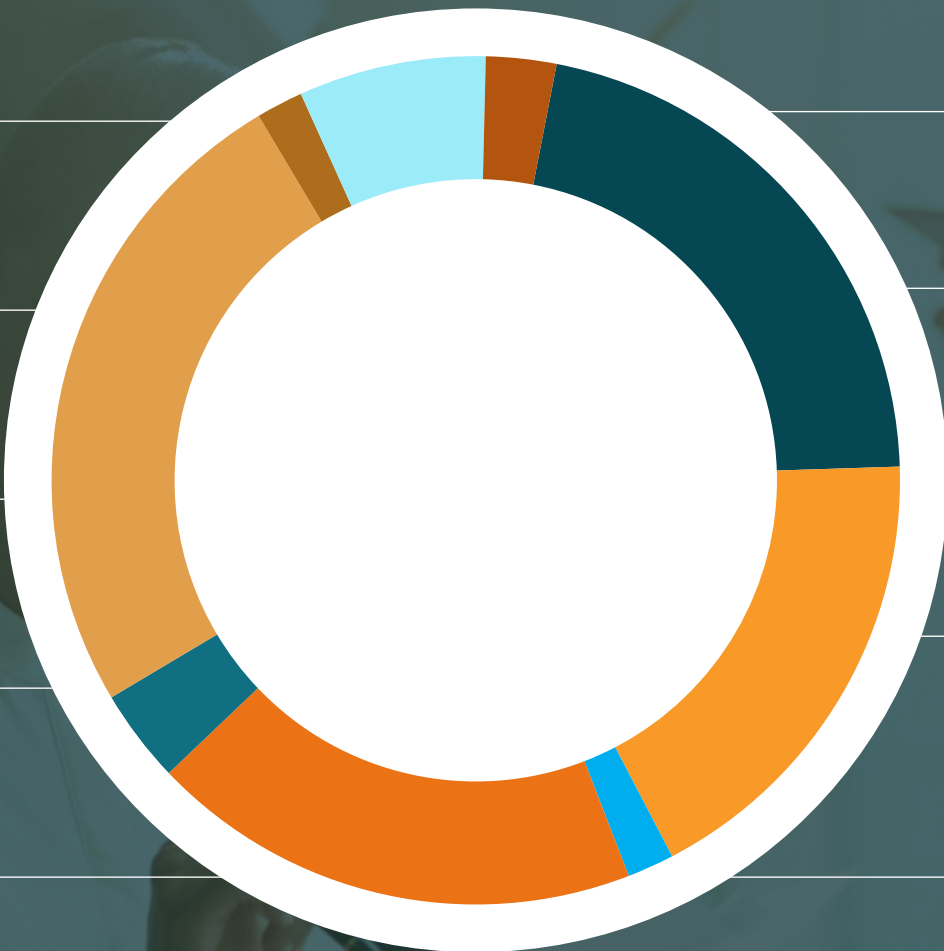
28%

MARKETING

4%

EQUIPMENT

X%



INITIAL LEASE PAYMENT

3%

LEASE DEPOSIT

1%

FF&E

24%

IMPROVEMENTS

20%

PROFESSIONAL
BUSINESS INSURANCE

2%

THANK YOU!



Mirjam Nilsson



nilsson@example.com



678-555-0100

