

# Scott Dutton

## *Conflict Whisperer*

Scott is the Conflict Whisperer and the Fun Maker! Scott is known as the most engaging, insightful & fun presenter in the conflict resolution arena. He has presented to 50,000+ professionals and is in high demand as a virtual + F2F keynote speaker and workshop facilitator.

Scott is the Breakthrough Speaker of the Year 2021 (awarded by Professional Speakers Australia - PSA) and the #1 Certified Virtual Trainer in Australia. He has also been awarded CSP (Certified Speaking Professional) accreditation by the PSA - the highest international measure of speaking competence - and is recognised by the Global Speakers Federation as among the top 12% speaking professionals in the world.



Scott is the Creator of Conflict Intelligence® (CI) - a brilliantly simple, yet powerful model that develops our ability to consciously connect with, and manage conflict by, the building of collaborative understanding. Not only is Scott passionate about sharing how to mindfully transform conflict into connection, he also loves having fun and is all about creating an energising and uplifting experience. Scott delivers Conflict Intelligent insights, strategies and skills that will heighten self-awareness and promote mutual understanding - with humour!

Scott is the Founder & Company Director of Fighting Fair - the leading conflict resolution training + services consultancy. His knowledge and expertise is sought by leaders across all sectors. Scott's qualifications include a Bachelor of Social Work (BSW) and Bachelor of Science (BSC. - Psych. Major). He is a member of the Professional Speakers Australia (PSA), the Australian Association of Social Workers (AASW), a practitioner member of the Australian Dispute Resolution Association (ADRA) and a Nationally Accredited Mediator.

## *Scott Dutton Talks About*

### **Conflict Intelligence® (CI): Get Smart!**

How tired are we of getting tangled up in that conflict web? Of repeating those same old, same old conflict patterns? We are all aware of the cost of conflict not only in the workplace but also in our own personal lives. Unfortunately, we are not taught how to understand and transform conflict so we usually end up repeating the same mistakes - and that's stressful.

Scott gets conflict and he is passionate about sharing the future of conflict – Conflict Intelligence®. CI is a new approach to conflict resolution that enables us to not only clearly identify conflict dynamics but also gives us the conflict IQ (insight, mindset + action) to consciously connect and build collaborative understanding with others.

Let's get conflict smart!

#### *Session Overview*

In this engaging and informative (+ fun!) keynote presentation, audiences discover:

- How to get ahead of the curve and invite the new paradigm of conflict resolution – Conflict Intelligence (CI) – to build healthy, dynamic + sustainable relationships.
- How to increase Conflict IQ (insight, mindset + action) via the CI model to realise next-level workplace communication.
- How to avoid the 3 common conflict traps that fuel conflict, disconnect relationships and jeopardise our individual + organisational wellbeing.
- How to practice the 5 CI conscious choices to successfully transform conflict into connection in both our personal + professional lives.

Audience members will leave this presentation with increased CI and the pathway for greater peace – both personally + professionally. Conflict Intelligence is an ideal stand-alone conference keynote or an extended half or full day workshop.

#### **Difficult Conversations: Get Confident!**

Yikes! How much do we look forward to those difficult and necessary conversations? A DC is anything you find hard to talk about but know that you need to. The issue is often how to start those sensitive conversations that will invite open and constructive dialogue. When interactions become difficult, emotions can often escalate and communication can break down. We often fear having the difficult conversation as we are concerned that we may make the situation worse – so we may try to avoid it or if we know we have to have it, we may try and blunder (unsuccessfully) through it.

Scott shares (with humour!) the necessary understanding, skills and confidence to successfully transform that conversation from difficult (+ challenging + tough + unwanted) to connected + confident through a clear and concise 3-step process.

Let's do that DC!

#### *Session Overview*

In Scott's engaging and informative (+ fun!) keynote presentation, audiences discover:

- How to transform a difficult (+ challenging + tough + unwanted) conversation to a connected + confident conversation.
- How to develop a mindset with an intent that invites open and authentic communication.
- How to practice a 3-step process that ensures the transformation of conflict into connection

and the strengthening of relationship.

- How to avoid the 3 biggest pitfalls when having a difficult conversation
- How to implement key strategies to deal with challenges while remaining mindfully centred within the chaos of conflict.

Audience members will leave this presentation with the essential insight and process to successfully transform difficult conversations into connected + confident conversations. Difficult Conversations is an ideal stand-alone conference keynote or an extended workshop.

### **Mindful Team Culture (MTC): Get Connected!**

We know if there is wellbeing in the workplace, we're all happier – professionally and personally. Less time is spent reacting to a disconnected 'complain and blame' culture and more focus is invested on mindfully creating a connected team culture. So how do we avoid the negative pitfalls and embrace the positive pathways? Enter Scott – he gets what makes healthy teams tick!

Scott understands the connection between mindfulness and workplace culture. He has created and successfully facilitated Mindful Team Culture (MTC), a proactive and transformative process for 100s of organisations across all sectors. With both great humour and insight, Scott shares the core MTC components on how to transform your team from conflicted to collaborative, disengaged to dynamic, problem-saturated to solution-focused.

Let's get connected!

#### *Session Overview*

In this engaging and informative (+ fun!) keynote presentation, audiences discover:

- How to create a Mindful Team Culture (MTC) mindset that enables team members to consciously choose + responsibly share in the co-creation of a healthy, empowered + sustainable culture.
- How to recognise + avoid the top 3 pitfalls of a disconnected (unhealthy + unsafe) workplace culture.
- How to identify + implement the 3 pathways to a connected (healthy + safe) work culture.
- How to grow and sustain a next-level MTC by aligning (lived) purpose-values-behaviour to ensure team wellbeing + connectedness.

Audience members will leave this presentation with the essential insight, knowledge and process to move beyond the costs of toxic team dynamics to successfully build + sustain a healthy, empowered + positive team culture. Mindful Team Culture is an ideal stand-alone conference keynote or a 1-2 day workshop.

### **Workshops**

All workshops can be tailored for conferences (2-6 hours) or for in-house workshops (0.5 day – 2 days) to meet the specific requirements of the conference or the company/organisation.

- Conflict Intelligence + Mediation Skills

- Difficult to Connected Conversations
- Mindful Team Culture
- Emotional Intelligence

## Testimonials

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“ Brilliant! Entertaining, knowledgeable & informative.

- *Department of the Prime Minister and Cabinet*

“ Excellent - Scott is a very engaging, fun, intelligent and knowledgeable presenter! Loved Scott's approach - so positive, funny & engaging.

- *Monash Business School*

“ Thanks so much Scott Dutton. Absolutely brilliant session!! The feedback says it all. The time flew so quickly, the audience engagement and participation was some of the best I have seen. Your preparation and delivery is first class...Certainly created a buzz. Again thank you and well done.

- *Suncorp*

“ Scott gives a new meaning to engagement. His knack for bringing over 1500 people in one room together, on a journey of self-discovery, self-reflection and self-determination is inspirational. With a touch of humility, a dash of humour and a glint of Nimbin - do yourself and your team a favour.... Book Scott for your next corporate function as a keynote speaker/thinker/inspirer. Highly recommend

- *Townsville City Council*

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[VIDEO OF SPEAKER](#) 