



CONFLICT INTELLIGENCE®

# Scott Dutton

**CONFLICT+COMMUNICATION EXPERT**

SPEAKER · AUTHOR · EDUCATOR

## The Conflict Whisperer & Fun Maker!

Scott is known as the most engaging, insightful & fun speaker in the conflict resolution arena. He has presented to 15,000+ professionals and is in high demand as a keynote speaker and workshop facilitator. Scott has been awarded CSP (Certified Speaking Professional) designation – the highest level of international accreditation.

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!

**“AMAZING, AMAZING,  
AMAZING!**

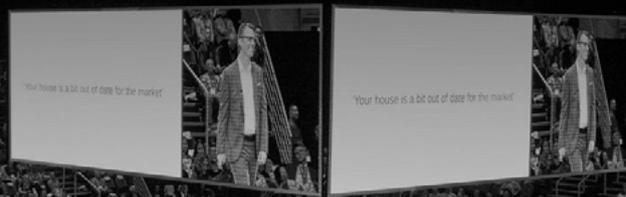
So dynamic and fun!”

**“LOVE, LOVE, LOVE  
Scott Dutton.**

Best presenter ever!”

**“Scott is BRILLIANT.  
I laughed so hard and  
learnt so much!”**

**“I loved it! Scott was AMAZING! I gained so much insight into conflict.”**



**1 Conflict Intelligence® (CI): Develop your conflict smarts**

Scott gets conflict and he is passionate about sharing (with fun!) 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!

**2 Difficult Conversations (DC): DCs made easy**

Scott knows how difficult it is to turn those tricky talks into open and constructive dialogue. He 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 this DC!

**3 Mindful Team Culture (MTC): Moving beyond complain + blame**

Scott understands the connection between mindfulness, conflict + team culture. Mindful Team Culture (MTC) is the practice of approaching conflict mindfully with the authentic intent of creating understanding, connection + transformation. With great humour and insight, Scott reveals how MTC will transform your team from conflicted to connected, disengaged to dynamic, problem-saturated to solution-focused. Let's get connected!

**4 Mindful Customer Experience (CX): The 'WOW factor!'**

Scott shares (with interaction + humour!) a clear and concise 3-step Mindful Communication (MC) roadmap that will create the WOW! CX Factor. He gives us the necessary insights, strategies and confidence to build meaningful + valuable + sustainable connection with our customers and avoid the communication roadblocks that can disconnect + derail the customer relationship. Let's get our WOW on!

**5 Mindfulness + Wellbeing: Getting to happy**

Scott understands the path to happiness and shares the heart opening + mind clearing strategies to do so! Scott has been travelling to India for over 20 years studying and practicing mindfulness + meditation. His social work + science background enables him to understand and share the psychology and physiology of the mind/ body connection necessary to create happiness in our personal + professional lives. Let's get happy!

