



# Working Effectively With Conflict

## Harness Conflict For More Impactful Leadership

There's no avoiding conflict – and that's a good thing. It's a necessary ingredient for innovation, employee commitment, and exceptional results. Conflict is the foundation for meaningful debate, finding the best solutions, and helping team members perform at their best. Leaders who view conflict as a productive course of business are able to achieve a real competitive advantage.

This session gives leaders an understanding of the instinctive response to conflict, how to diagnose the causes and how to address it using a proven, collaborative approach.

When leaders learn to get comfortable with conflict, they open opportunities to develop new and better solutions.

## Determine steps to move forward with real-time conflicts at work.

Your team will learn...

### The What

#### Mindsets

- Conflict is Natural and Necessary
- Understanding the Fight – Flight – Freeze Response

#### Skillsets

- Managing Your Own Emotion
- A Collaborative Approach to Resolve Conflict

### The How

#### By...

- Applying concepts and skills to real-life situations
- Receiving coaching to boost confidence
- Making commitments to practice

### The Impact

#### After this program, your leaders will...

- recognize the sources of conflict, why it is happening, and how to best work through it
- be comfortable with uncomfortable conversations
- experience improved relationships
- transform conflict into a source of innovation, commitment and better solutions



*Very helpful strategies for more effectively working with the very natural reactions we all have. I am aware of how to reduce those impacts based on my reactions and words.*