Navigating Workplace Conflict with Confidence

Wherever people work together, conflict is inevitable. When managed poorly—or ignored altogether—conflict can damage relationships, reduce productivity, and erode trust. When handled effectively, however, conflict can lead to stronger understanding, better decisions, and improved collaboration.

Participants learn a flexible conflict resolution process that can be applied to disagreements of any size or complexity. The interactive workshop focuses on solution-building, finding common ground, and managing emotional responses such as anger and defensiveness. Through practical application, participants strengthen their ability to navigate conflict in a way that enhances relationships, improves outcomes, and supports a healthy, productive workplace.

Workshop Objectives:

- Understand the nature and impact of workplace conflict on performance, relationships, and organizational outcomes.
- Apply a structured conflict resolution process to manage and resolve disputes effectively.
- Identify underlying interests and common ground to support collaborative problem-solving.
- Manage emotional responses during conflict situations.
- Use the Agreement Frame to guide conversations toward constructive outcomes.
- Communicate respectfully and confidently in difficult or high-tension situations.
- Address conflict early and effectively to prevent escalation and negative consequences.
- Contribute to a culture of respectful dialogue and accountability within teams and organizations.

Course Outline:

Module One: Getting Started
Module Two: An Introduction to Conflict Management
Module Three: The Thomas-Kilmann Instrument
Module Four: Creating an Effective Atmosphere
Module Five: Creating Mutual Understanding
Module Six: Focusing on Individual Needs

Module Seven: Getting to the Root Cause
Module Eight: Generating Options
Module Nine: Building a Solution
Module Ten: The Short Version of the Process
Module Eleven: Additional Tools
Module Twelve: Wrapping Up

* Participants are strongly encouraged to complete the Strength Deployment Inventory (SDI) Assessment prior to attending this workshop.