



# Managing Conflict for Productive Outcomes

Duration

Half-day

Full-day

Audience

Emerging Leader

New Leader

Middle Manager

Senior Leader

## About This Course

This course focuses on understanding different conflict styles, adapting your own approach, and working effectively with others. Participants will learn to manage conflicts collaboratively, appreciate diverse perspectives, communicate inclusively, and handle complex interpersonal situations diplomatically. The course emphasizes equitable mediation, tactful resolution, and fostering constructive relationships in the workplace.

## Topics Included

- Conflict definition and related behaviors
- Drivers of response to conflict
- Understanding your preferred conflict styles
- Steps for resolving conflict
- Use of the TKI Assessment (optional)

## Training Approach

- Instructor-led
- Group discussion
- Role play
- Self-reflection

## Skills Learned/ Outcomes

- Recognize thoughtfully different conflict styles and adapt your approach when needed
- Manage collaboratively by considering all perspectives and mediating disputes equitably
- Communicate inclusively to foster respect and avoid microaggressions
- Better handle complex interpersonal situations and identify effective resolutions

## Course offerings:

We offer a wide range of training programs for leaders and teams to strengthen capabilities, enhance collaboration, and drive organizational success

### Communication

Prioritizing and Communicating Goals, Roles & Responsibilities  
Communicating Across Generations

### Team Performance

Motivating and Inspiring Team Contributions and Success  
Ensuring Team Accountability for Consistent Performance  
Leveraging Your Team's Diverse Talents and Strengths  
Inspiring, Motivating, and Guiding Team to Achieve Org. Goals  
Fostering Strong Collaboration and Managing Conflict for Productive Outcomes

### Productivity and Efficiency

Effectively Managing Workload

### Leadership Quality

Inspiring Mission-Driven Work in Direct Reports  
Learning & Applying Situational Leadership  
Empathy-Based Leadership  
Increasing Emotional Intelligence, Leadership Presence, and Personal Integrity  
Being Visionary & Strategic in Thinking and Execution  
Cultivate Talent through Accountability, Empowerment, and Effective Delegation, Coaching, Feedback  
Proactively Advancing Diversity, Equity, and Inclusion throughout the Organization  
Leading & Influencing Change, Improvements, and Innovation

### Recruiting and Onboarding

Assessing, Recruiting, and Retaining Team Talent