

EMBRACING CONFLICT RESOLUTION

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OUR AGENDA FOR TODAY



Sparks Before the Fire:
Managing Conflict Early



Talk It Out, Don't Act It Out:
Emotional Awareness &
Empathy in Action



From Standoff to Solution:
Building Your Resolution
Toolkit

LEARNING OBJECTIVES FOR TODAY



Managing And Resolving Conflict

Leveraging Conflict For Growth

Developing Emotional Awareness

Strengthening Empathetic Skills

Building And Applying Your Toolbox



AGENDA ITEM #1

SPARKS BEFORE THE FIRE: Managing Conflict Early

Conflict is a natural part of teamwork—whenever people with different perspectives, personalities, and pressures come together, disagreements are bound to arise

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WHAT SPARKS A FIRE

Personality Differences⁷
Miscommunication
Ambiguity About Roles
Unmet Needs or Expectations
Unclear Responsibilities
Resource Scarcity
Poor Management
Change
Culture
Lack Of Interpersonal Skills
Disparity In Power

THIS REALLY HAPPENS !!! IN THE REAL WORLD



Employees Fighting Over Task Ownership

Department Conflict Over Shifting Priorities

Staff Frustration From Poor Communication

Blaming Each Other For Mistakes



EARLY WARNING SIGNS

Avoidance
Withdrawal
Misunderstandings

Passive-Aggressive
Competition
Sarcasm
Sharp Tones

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**WHICH
WARNING
SIGNS DO
YOU SEE?**

Healthy Debate

(builds progress & innovation)

- ✓ Focuses on ideas, not people
- ✓ Encourages multiple perspectives
- ✓ Respects different viewpoints
- ✓ Uses facts and reasoning
- ✓ Aims for solutions and shared goals
- ✓ Strengthens trust and collaboration

Destructive Conflict

(erodes trust & productivity)

- ✗ Focuses on people, not ideas
- ✗ Becomes personal or emotional attacks
- ✗ Ignores or dismisses other perspectives
- ✗ Uses blame, exaggeration, or sarcasm
- ✗ Aims to “win” instead of solve
- ✗ Damages morale and relationships

EMOTIONAL AWARENESS: SELF



Know Your
“Hot Buttons”



Recognize
Your Stress
Responses



Pause Before
Reacting



Identify
Triggers and
Biases



Empathy



Self-
Regulation



SITUATIONAL EMOTIONAL AWARENESS



Read

Pay Attention to Body Language

Listen

Listen to Tone and Silence

Ask

Ask Clarifying Questions

Look

Look For What Is Not Being Said



AGENDA ITEM #2

TALK IT OUT, DON'T ACT IT OUT: Emotional Awareness & Empathy In Action

Active Listening Basics

- Listen to understand, not just reply
- Paraphrase: *“So what I hear you saying is...”*
- Minimize distractions



LISTENING IN ACTION

Wrong:

"You're overreacting."



Right:

*"I can see this is
important to
you—let's talk it
through."*



TRANSPARENT COMMUNICATION

- ❑ Say what needs to be said
- ❑ Avoid vague hints or side-talk
- ❑ Clarity reduces tension




CHANGE YOUR LENS: REFRAME

Reframing is a technique to shift your mindset so you can look at a situation from a slightly different and typically more positive perspective.



DEEPLY INGRAINED ATTITUDES AND BELIEFS THAT
INFLUENCE OUR INTERPRETATION OF REALITY.

REFRAMING NEGATIVE LANGUAGE

- 
- ❑ “You never listen”
→ “I feel unheard”
 - ❑ “This always fails”
→ “How can we improve this?”



EMPATHY:

Step Into Their Shoes—Acknowledge Emotions Before Problem-Solving

Saying “*I can see this is frustrating for you*” validates feelings, even if you don’t agree with their perspective.

People want to feel heard before they’re willing to compromise.



EMPATHY IN CONFLICT

PUT YOURSELF IN THEIR PLACE

- Acknowledge Emotions First
- Build Trust
Before Problem-Solving
- Create Psychological Safety

EMPATHY IN ACTION: STEPS

LISTEN

ACKNOWLEDGE

VALLIDATE

RESPOND

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COMMON EMPATHY BLOCKERS

- ☐ Interrupting
- ☐ Minimizing feelings
- ☐ Rushing to “fix it” mode



CALMING THE STORM

tone: Steady, Calm

pace: Slow, Deliberate

body language: Open & Relaxed



AGENDA ITEM #3

FROM STANDOFF TO SOLUTION: Building Your Conflict Resolution Toolkit

MEDIATION MINDSET

Stay neutral

Guide discussion

Don't judge

Keep focus on resolution

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ENCOURAGING FAIRNESS

1

Balance
Voices

2

Draw Out
Quieter
Team
Members

3

Ensure
Equal
Airtime





RESOLUTION NEGOTIATION

Shift Win/Lose → Win/Win

Focus On Shared Goals

Explore Multiple Solutions

SHARED GOALS

- My Way vs Your Way → Our Way
- Reframe Around Collective Success ★





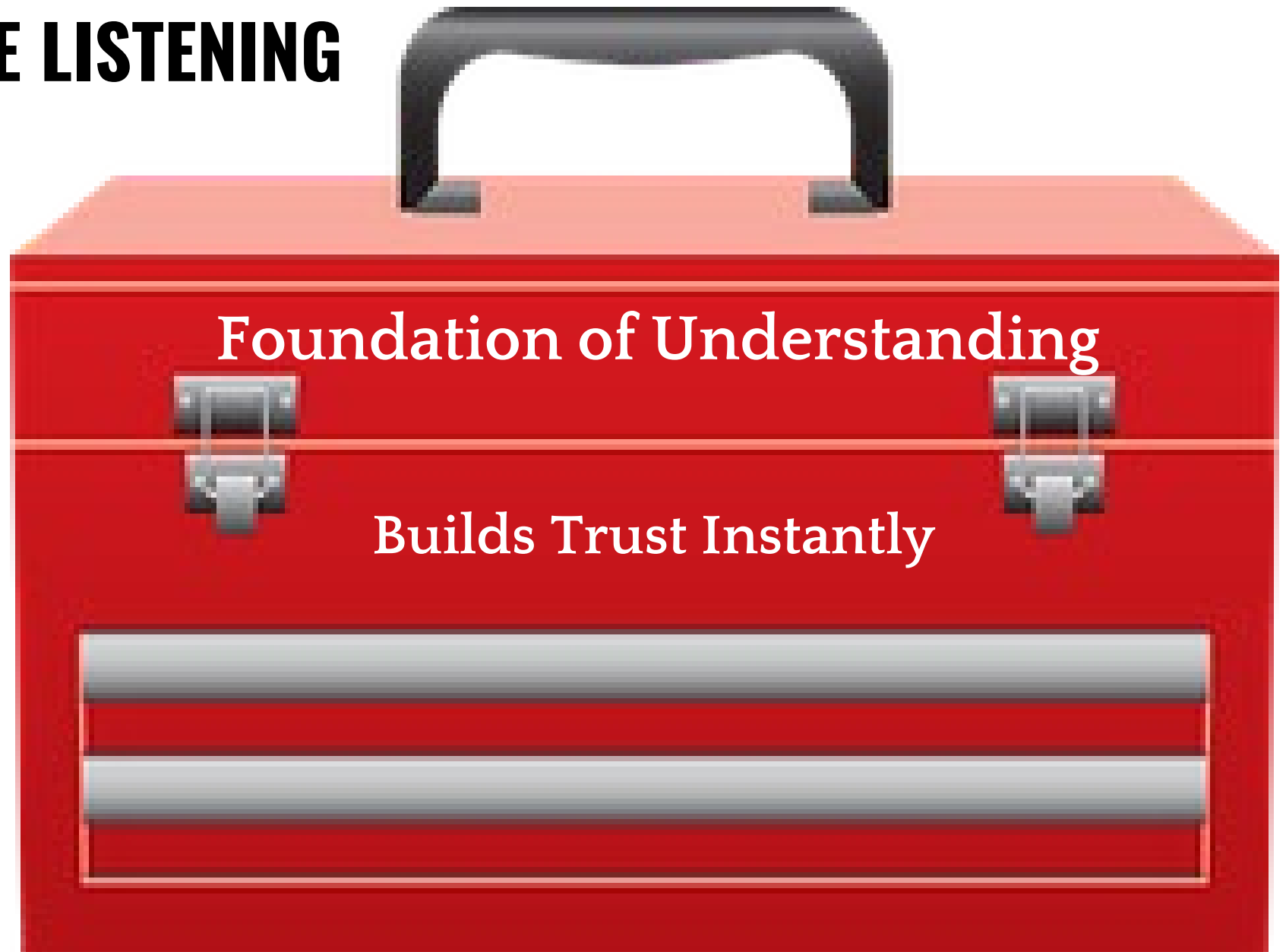
PROBLEM-SOLVING CULTURE

ASK: "What can we do differently next time?"

- Encourage forward-looking focus
- Reward solutions, not blame

■ TOOLKIT: ACTIVE LISTENING

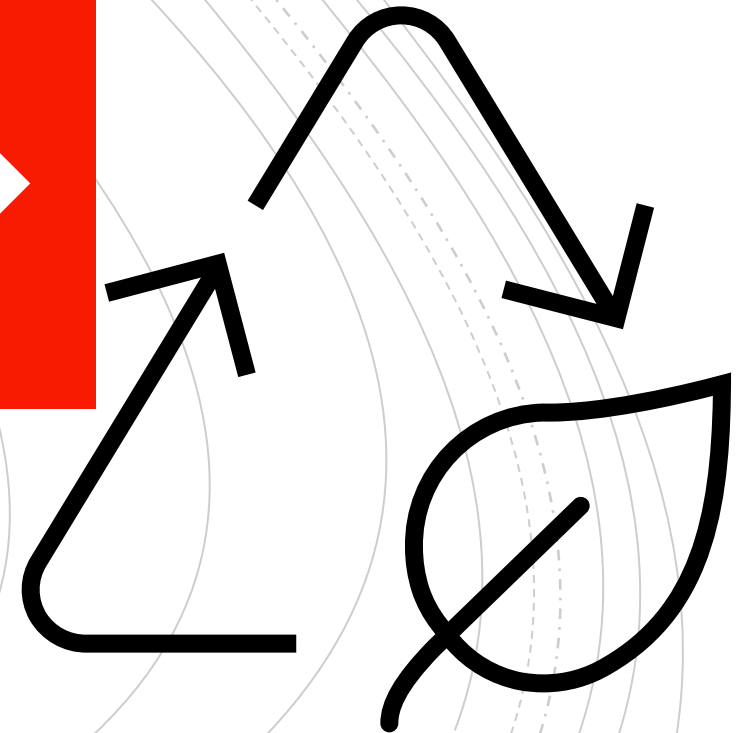
- Repeat
- Clarify
- Confirm



TOOLKIT: REFRAMING

Change Language →
Change Perspective

Move From Attack →
Solution



TOOLKIT: NEGOTIATION

- 
- ☐ Create Shared Wins
 - ☐ Compromise Where Needed
 - ☐ Protect Relationships



TOOLKIT RECAP

Emotional Awareness + Empathy = Foundation

Active Listening + Reframing + Negotiation = Tools

Together – Resolution & Growth

QUESTIONS AND ANSWERS

Key Takeaways

- Conflict is inevitable—growth is optional
- Emotional awareness empowers leaders
- Empathy transforms tension into trust
- Tools turn conflict into collaboration

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