

Transforming Conflict

Conflict costs! We often tolerate or ignore some recurring conflict as an “undesirable, but inevitable” part of the job. Unresolved conflict quietly breeds:

- ❖ Weary and emotionally-drained staff
- ❖ Silo mentalities
- ❖ Decreased trust and backchannel politics
- ❖ Lower productivity
- ❖ Impacted time and spending
- ❖ Customer service problems

Surfacing and harnessing conflict is one of the most powerful and competitive capacities you and your company can develop. It is not just about “getting along” or “recognizing differences”. It is about rebuilding your culture around trust and growing your team’s capabilities to thrive internally and externally.



Learning Modules

Leading Through Conflict

Coaching Skills

Tough Conversations

Leadership Ontology