CONFLICT
HOW TO MANAGE MISMATCHED PRIORITIES, INTERRUPTERS, AND TOUGH CONVERSATIONS

YOUR MODEL FOR PRODUCTIVE FEEDBACK

Get practical examples of how to use this when you need to communicate constructive feedback. Work on the words so that it actually feels like genuine conversation from *you* rather than an awkward script from a training manual.

Situation

Behavior

Impact

Request

WHAT'S IT ABOUT?

You've been there before: you have a teammate who blows up your day by name-dropping a VP who must have x-y-z deliverable by close of business. You wonder...why do these requests only come from this person? What would be a fair way to set boundaries so I can get my work done too?

Or you have a teammate who goes dark. You wonder if there's any way to actually agree on deadlines and make your interactions feel smoother.

97% BELIEVE A LACK OF ALIGNMENT WITHIN A TEAM DIRECTLY IMPACTS THE OUTCOME OF A TASK OR PROJECT.

(Source: Salesforce)

THAT'S JUST ABOUT EVERYONE, AND THAT'S SCARY!

YOU'LL EXPLORE:

1. How expectations and conflict work together in often-overlooked ways

2. How to use emotions as data points so that you can individualize and maximize the impact of your communications

3. A model for pre-planning and delivering feedback so that the conversation sounds genuine and helps you get results

LEAD THROUGH STRENGTHS

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