

Communication & Conflict Resolution

FOR FRONT-LINE LEADERS — Manufacturing • Construction • Utilities • First Responders

Poor communication is the #1 cause of rework, safety incidents, and team friction on the job site.
This 45-minute class gives your leaders tools they can use the next day.

What is unresolved conflict actually costing your organization? Studies show that workplace conflict costs U.S. employers an estimated **\$359 billion** annually in lost productivity. Most of it traces back to one root cause: leaders who were never trained to communicate clearly or resolve conflict before it escalates. For every **\$1 invested in communication and conflict training, organizations report measurable reductions in turnover, HR escalations, and rework.** This session gives your front-line leaders the framework to handle it — directly, professionally, and without HR involvement.

THE BUSINESS CASE FOR THIS TRAINING

\$359B

Annual cost of workplace conflict to U.S. employers in lost productivity

85%

Of workplace failures trace back to poor communication, not technical skill gaps

2.1x

More likely high-conflict teams experience safety incidents vs. high-trust teams

40%

Of HR escalations could be resolved at the supervisor level with proper training

Sources: CPP Global Human Capital Report • SHRM • Harvard Business Review • OSHA

WHAT YOUR LEADERS WILL LEARN

- ✓ Give clear, memorable directions using the 3-Part Instruction Method
- ✓ Apply active listening techniques — mirroring, clarifying, and paraphrasing
- ✓ Resolve workplace conflict using the PEACE Method before it escalates
- ✓ Prepare and deliver difficult conversations using a proven 4-step framework
- ✓ Recognize when to resolve directly vs. when to involve HR
- ✓ Build a team culture where feedback flows in both directions

What Changes Immediately:

- ✓ Supervisors stop avoiding the conversations they've been dreading
- ✓ Conflict gets resolved at the team level — not in HR's office
- ✓ Rework from miscommunication begins to decline
- ✓ Teams report feeling heard and respected by their leadership

THE PEACE METHOD

Direct. Repeatable. Conflict-Proven.

P	PAUSE	Stop the reactive response — create space before engaging
E	EMPATHIZE	Acknowledge the other person's perspective without judgment
A	ASK	Use open-ended questions to surface the real issue
C	CLARIFY	Restate what you've heard to confirm shared understanding
E	EXECUTE	Agree on next steps and follow through — every time

Plus: 3-Part Instruction, Mirroring, Difficult Conversations 4-Step Framework

"The impact of their work has been incredible — fostering a new generation of capable leaders. Their curriculum is remarkably specific, addressing our unique organizational needs with precision. I wholeheartedly endorse Rising Tide Solutions."
 — **Jim Rhodes**, SVP, Wayne Brothers Companies

Your leaders won't remember the meeting where nothing was said. **They'll remember the training that gave them the confidence to act.**

Get This Class |

<https://therisingtidesolution.com/>

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 "A rising tide lifts all boats."

SESSION AT A GLANCE

- 🕒 45 Minutes
- 📍 In-Person or Virtual
- 👥 Front-Line Leaders
- 📱 Up to 20 per Session

Package Includes:

- 9-slide instructor presentation
- Student handout & worksheets
- PEACE method reference card
- Difficult conversations guide
- Action planning guide
- Complete instructor delivery guide

★ **Group, Law Enforcement & First Responder Discounts Available**

Contact us at <https://therisingtidesolution.com/> or support@therisingtidesolution.com for custom pricing.

🏠 **RTS In-Person or Virtual**

Our certified facilitators deliver at your facility or via live virtual session. Zero prep required from your team.

🏢 **Teach It In-House**

Every package includes a full instructor guide built on our Train-the-Trainer methodology — your team delivers independently.

📁 **Add All 20 Classes**

Bundle the complete 20-class Lunch & Learn Series for comprehensive front-line leader development.