

BECOMING CONFLICT HEARTY



If you don't like conflict, stay out of leadership. —UNKNOWN

the CHALLENGE:

Getting people to align with your view and what you want them to do is part of being a leader. Yet persuasion, appreciation, and negotiation are art forms: it takes a certain “touch” to be effective often.

Conflict has been given a bad rap as inappropriate, mean, overly critical, and condescending. Yet, at the core, healthy conflict is getting to the truth or the highest quality outcome, and sometimes that exchange is dynamic and critical.

the RESPONSE:

You and your team can learn the principles and develop an approach where you become *conflict hearty*. If you face conflict and keep your heart open, you can look for the nuggets of truth or value, even when the interaction is bumpy and scary. All great leaders will tell you that conflict is essential and vital in order to keep up with the pace of business. Learning to be conflict hearty adds speed and ease to working together effectively and you're also more likely to get your needs met.

This workshop will equip your leaders with skills and tools to:

- use your power in candid connections
- uncover what YOU get when you bring vulnerability to the table
- practice internal presence to back yourself, no matter what
- discover 3 steps to persuading others
- learn and practice how to lead tough conversations
- trust yourself to speak the truth
- use the Conflict Hearty model for all aspects of your work
- leverage Conflict Hearty in strained interactions for faster and clearer results
- work effectively with teams and departments who have different goals

FORMAT:

This training is customized as: 1 hour keynote; 2-hour virtual session; half-day in-person; full day session that includes practice and leadership awareness training around how you change your approach with different audiences

Ask me about customizing or expanding training content and formats.