



MARDEN
PEOPLE
DEVELOPMENT

RESOLVE CONFLICT. BUILD TRUST. DRIVE RESULTS.



Solutions for Workplace Conflict & Hard Conversations

Practical training solutions for teams and leaders.



EXPERT-LED
Facilitators



PRACTICAL
Real-World Application



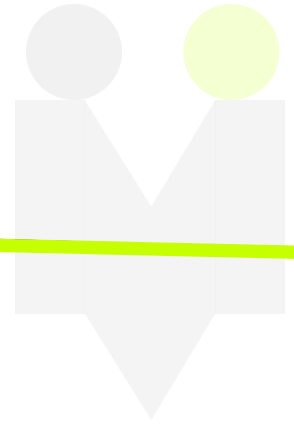
MEASURABLE
Lasting Impact



CUSTOMIZED
For Your Goals

Customized options available for **keynote**, **breakout**, **virtual**,
half-day, **full-day**, and **multi-day** training.

www.MardenPro.com



Solutions for Teams

Practical conflict resolution training for stronger communication, accountability, and trust.



TOPIC
01

1. Clear the Clash: Turn Team Tension into Traction

Helps teams spot tension early, address issues directly, and turn conflict into traction instead of silence, blame, and delays.

OBJECTIVES

- Identify the difference between healthy tension and harmful conflict.
- Practice a simple framework for productive conflict conversations.
- Strengthen accountability, trust, and follow-through.



FORMATS

90-minute virtual, half-day, full-day, multi-day, conference breakout



TOPIC
02

2. Say It Before It Spills: Hard Conversations That Prevent Bigger Problems

Gives employees the tools to speak up early before frustration becomes resentment, gossip, disengagement, or escalation.

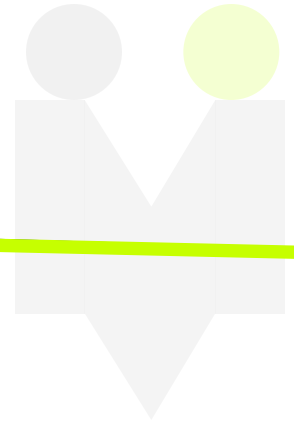
OBJECTIVES

- Prepare for a hard conversation with clarity and calm.
- Separate facts, feelings, and assumptions.
- Use direct, respectful language to address concerns early.



FORMATS

90-minute virtual, half-day, full-day, keynote, conference breakout



Solutions for Teams



TOPIC
03

3. Stop the Side Conversations: Moving from Gossip to Direct Dialogue

Shows employees how gossip and triangulation damage trust and how to redirect concerns into direct, productive dialogue.

OBJECTIVES

- Recognize gossip, venting, and triangulation.
- Redirect unproductive conversations respectfully.
- Address concerns with the right person or escalate appropriately.



FORMATS

90-minute virtual, half-day, full-day, team reset session



TOPIC
04

4. From Defensive to Productive: How to Give and Receive Feedback Without the Fight

Builds a healthier feedback culture by helping employees give clear feedback and receive difficult messages without shutdown or defensiveness.

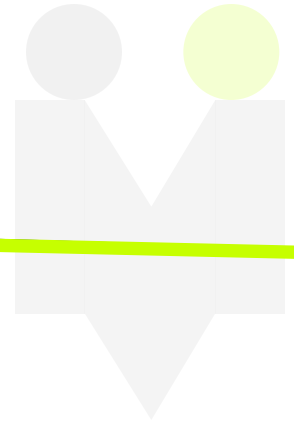
OBJECTIVES

- Recognize common defensive reactions.
- Give feedback that is specific, respectful, and useful.
- Respond to feedback with maturity and next steps.



FORMATS

90-minute virtual, half-day, full-day, conference breakout



Solutions for Teams



TOPIC
05

5. The Respect Reset: Civility, Boundaries, and Behavior Standards at Work

Helps teams reset behavior expectations around respect, tone, and boundaries so day-to-day incivility does not erode morale and performance.

OBJECTIVES

- Define what respect looks like in daily workplace behavior.
- Address subtle forms of incivility and poor tone.
- Set boundaries while protecting professionalism.



FORMATS

90-minute virtual, half-day, full-day, keynote, conference breakout



TOPIC
06

6. Different Styles, Same Team: Handling Conflict Across Personalities, Generations, and Work Habits

Helps employees stop personalizing differences and work through style-based friction with more clarity, flexibility, and shared expectations.

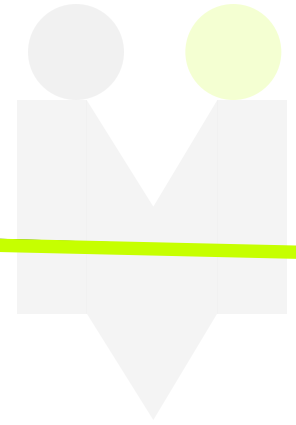
OBJECTIVES

- Recognize how style differences create conflict.
- Ask better questions before making assumptions.
- Negotiate expectations around tone, urgency, and collaboration.



FORMATS

90-minute virtual, half-day, full-day, multi-day team intensive



Solutions for Teams



TOPIC
07

7. The Accountability Conversation: Addressing Missed Expectations Without Making It Personal

Gives employees a practical way to address missed deadlines, dropped responsibilities, and follow-through gaps without turning the conversation into a personal attack.

OBJECTIVES

- Discuss missed expectations using facts and impact.
- Clarify agreements and ownership.
- Prevent repeated breakdowns through follow-up.



FORMATS

90-minute virtual, half-day, full-day, team accountability lab



TOPIC
08

8. Conflict in the Hybrid Workplace: Reducing Miscommunication Across Email, Chat, Meetings, and Distance

Helps teams reduce digital friction, misread tone, and unclear expectations across virtual and hybrid communication channels.

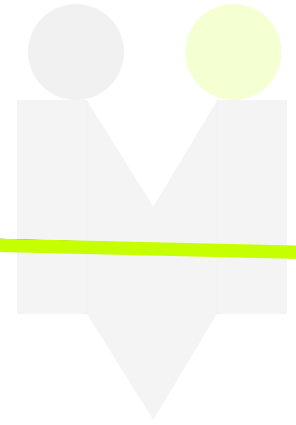
OBJECTIVES

- Identify common conflict triggers in digital communication.
- Choose the right channel for sensitive issues.
- Build norms for response time, meeting behavior, and digital professionalism.



FORMATS

90-minute virtual, half-day, full-day, conference breakout



Leadership Solutions

Conflict resolution training that equips leaders to address issues early, build trust, and lead with clarity.



TOPIC
09

9. The Leader's Conflict Reset: Stop Avoiding the Conversations Your Team Needs You to Have

Helps leaders stop waiting for tension to fix itself and start addressing issues early, clearly, and consistently.

OBJECTIVES

- Recognize the cost of avoiding conflict.
- Spot early signs of unresolved tension.
- Use a repeatable approach for hard conversations.



FORMATS

90-minute virtual, half-day, full-day, multi-day leadership intensive, conference breakout



TOPIC
10

10. Coaching Through Conflict: Helping Employees Think, Own, and Act

Shows leaders how to coach employees through conflict without rescuing, choosing sides, or becoming the complaint department.

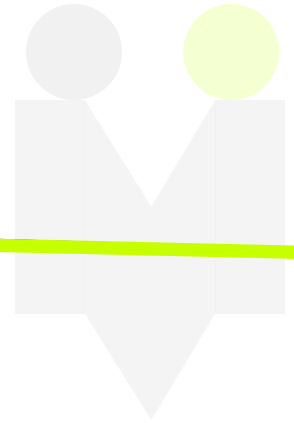
OBJECTIVES

- Distinguish coaching from rescuing and fixing.
- Ask questions that build employee ownership.
- Know when to coach, mediate, document, or escalate.



FORMATS

90-minute virtual, half-day, full-day, multi-day leadership lab



Leadership Solutions



TOPIC
11

11. From Referee to Leader: Managing Employee Conflict Without Picking Sides

Gives leaders a fair, structured way to respond when employees bring conflict to them without getting pulled into drama.

OBJECTIVES

- Gather facts without feeding gossip or bias.
- Redirect employees toward ownership and resolution.
- Create clear next steps that reduce repeat complaints.



FORMATS

90-minute virtual, half-day, full-day, leadership retreat session



TOPIC
12

12. The Trust Repair Playbook: Rebuilding Credibility After Conflict, Change, or Broken Expectations

Provides leaders with a practical way to rebuild trust after mistakes, miscommunication, team tension, or unpopular decisions.

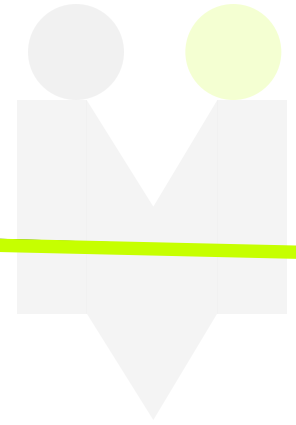
OBJECTIVES

- Understand what causes employees to lose trust.
- Communicate with accountability after conflict or change.
- Rebuild credibility through consistent leader behavior.



FORMATS

keynote, 90-minute virtual, half-day, full-day, multi-day leadership intensive



Leadership Solutions



TOPIC
13

13. Leading Through Artificial Harmony: Breaking the Silence That Kills Accountability

Helps leaders create a culture where people can disagree, challenge ideas, and raise concerns without damaging relationships.

OBJECTIVES

- Identify the hidden costs of silence and false agreement.
- Invite honest dialogue without creating chaos.
- Build team norms for healthy disagreement and accountability.



FORMATS

keynote, conference breakout, 90-minute virtual, half-day, full-day



TOPIC
14

14. Escalation Prevention: Handling Issues Before They Jump Levels

Helps leaders reduce unnecessary escalation by creating clearer expectations, earlier intervention, and better decision points.

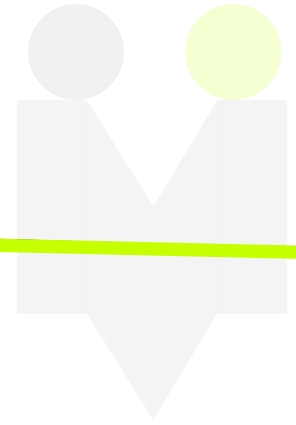
OBJECTIVES

- Distinguish complaints, conflicts, performance issues, and policy concerns.
- Decide when to coach, intervene, document, or escalate.
- Reduce drama and improve ownership at the right level.



FORMATS

90-minute virtual, half-day, full-day, multi-day leadership intensive



Leadership Solutions



TOPIC
15

15. Hard Conversations for New and Frontline Leaders: What to Say When the Room Gets Tense

Gives new and frontline leaders the language and structure to handle pushback, performance concerns, disrespect, resistance, and emotionally charged conversations.

OBJECTIVES

- Handle common conflict moments with more confidence.
- Stay calm and clear when employees become defensive.
- Use practical scripts for performance and behavior conversations.



FORMATS

90-minute virtual, half-day, full-day, multi-day frontline leader program, conference breakout



Need a customized learning solution?

All programs can be tailored for your industry, audience, and goals. Available as keynote presentations, conference breakouts, virtual workshops, half-day sessions, full-day training, and multi-day learning experiences. **Contact a consultant today.**

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