



## **Navigating Conflict: The Art of Effective Leadership in Turbulent Times**

Welcome to the Consultants' Navigating Conflict course, a transformative leadership development program designed for leaders from the C-Suite down to the front line. This immersive leadership training program equips participants with the essential skills to understand and effectively manage conflict within their organizations. Our four-hour workshop empowers your employees to not only comprehend the nature of conflict but also develop the necessary tools to handle it proactively.

### **Workshop Rundown:**

- **Introduction (5-10 Minutes)**
- **Icebreaker Exercise (20 Minutes)**
- **Nature of Conflict (30 Minutes)**

- Why is conflict bad?
- Sources of Conflict
- Phases of Conflict
- Embracing Healthy Conflict

- **Approaching Conflict and Difficult Conversations (1 Hour)**

- Identifying conversational difficulties
- Applying effective frameworks
- Exploring the Four Tendencies
- Harnessing critical thinking in conversations
- Engaging in a critical thinking exercise

- **Effective Conversations (1 Hour)**

- Decoding body language and verbal cues
- Participating in body language and verbal cues exercise
- Utilizing tools for impactful conversations
- Practicing conversation skills through interactive exercises



- **Using Negotiation Skills to Navigate Conflict (1 Hour)**

- Establishing the foundations of negotiation
- Understanding diverse bargaining styles
- Leveraging persuasion and relationship-building techniques
- Knowing when to walk away
- Immersive negotiation exercise

- **Questions and Wrap-Up (5-10 minutes)**

Visit Our Website for More Information: [LeDucLeadership.com](http://LeDucLeadership.com)