Resolving Team Conflict

Course Description

Conflict is inevitable in any workplace, but when managed well, it can strengthen relationships and improve performance. This course gives leaders the tools to identify the root causes of conflict, address issues early, and guide teams toward constructive solutions. Drawing on Servant Leadership, Management Excellence, and DISC personality insights, participants will learn to adapt their approach to different styles while preserving trust and respect.

Course Objectives

Understand and Address Conflict:
â?? Recognize common sources and warning signs of workplace conflict
â?? Differentiate between healthy debate and destructive conflict
â?? Apply structured conflict resolution methods to reach agreements

Communicate for Resolution:
â?? Use active listening and respectful language to de-escalate tension
â?? Adapt tone and approach to different DISC personality styles
â?? Ensure all parties feel heard and valued

Build a Conflict-Resilient Team Culture:
â?? Set clear expectations and roles to reduce misunderstandings
â?? Encourage open dialogue and address issues before they escalate

Practice Through Role-Play:
â?? Simulate realistic conflict scenarios
â?? Rotate roles as facilitator, participant, and observer
â?? Receive facilitator-led feedback to strengthen skills

Training Format Options

â?? 1 Day: Morning focuses on understanding conflict and communication strategies; afternoon on DISC adjustments, role-play, and applied resolution skills