



WORKSHOP OVERVIEW

Conflict Resolution

CONFLICT DOESN'T HAVE TO DIVIDE YOUR TEAM.

Learn to address conflict early, communicate with confidence, and strengthen workplace relationships.

Conflict is inevitable. How leaders and teams respond to it determines whether it becomes an opportunity for growth—or a barrier to collaboration.

Conflict Resolution equips participants with practical tools to navigate difficult conversations, reduce defensiveness, and create healthier, more productive working relationships. Participants leave with greater confidence and a framework they can apply immediately.

FORMAT
60–90 Minutes
Half-Day
Full-Day

AUDIENCE
Leaders
Teams
HR Professionals
Supervisors

DELIVERY
Virtual
In-Person

Why This Workshop Matters

Conflict isn't the problem. Avoiding it is.

- ✓ Small misunderstandings become larger issues.
- ✓ Trust begins to erode.
- ✓ Productivity decreases.
- ✓ Team morale suffers.
- ✓ Employees become frustrated and disengaged.

Healthy organizations don't eliminate conflict—they learn to navigate it effectively.

The goal isn't to avoid conflict. It's to handle it in a way that protects both the relationship and the result.

What Participants Will Learn

Recognize sources of conflict — Identify the emotions, assumptions, behaviors, and communication patterns that fuel disagreement.

Address conflict early — Have the conversation before a manageable issue becomes a larger problem.

Reduce defensiveness — Create conditions that make difficult conversations more productive.

Listen to understand — Slow down, ask better questions, and seek perspective before responding.

Communicate with confidence — Balance clarity, respect, and accountability.

Strengthen relationships — Address the issue without unnecessarily damaging the relationship.



THE EXPERIENCE

This Isn't About Winning Arguments.

Many conflict workshops focus on techniques for handling disagreements. Conflict Resolution goes deeper.

How do we address the issue without damaging the relationship?

Participants learn to recognize the emotions, assumptions, communication habits, and behavioral patterns that often create unnecessary conflict. Rather than avoiding difficult conversations, they build the confidence to approach them with curiosity, respect, and clarity.

Through discussion, reflection, practical exercises, and real-world application, participants practice strategies they can use immediately.

REFLECTION	DISCUSSION	PRACTICE	ACTION
Recognize personal conflict habits and triggers.	Explore real workplace challenges and perspectives.	Apply practical tools to difficult conversations.	Identify what to do differently going forward.

Why Rising Phoenix Leadership?

You don't need another “one-and-done” training. You need a partner who understands the people side of the problem.

Karen Mellen brings more than 20 years of Human Resources experience together with leadership development, coaching, facilitation, and behavioral assessments. She doesn't simply teach a conflict model. She helps leaders understand what is happening beneath the conversation and gives them practical ways to respond.

That's the difference between learning about conflict and becoming more capable of navigating it.

Designed Around Your Organization

Examples and scenarios can be tailored to your industry, audience, leadership level, and current challenges—including leadership teams, manufacturing environments, nonprofit organizations, healthcare teams, customer service teams, conference breakout sessions, leadership retreats, and department meetings.

Flexible Delivery

60-Minute Keynote • 90-Minute Interactive Workshop • Half-Day • Full-Day • Multi-Session Leadership Series

Virtual and in-person delivery available.

Optional DISC Integration

Conflict often begins with differences in communication and behavioral styles. DISC Behavioral Assessments can be integrated to help participants understand their own style, recognize how others may approach conflict differently, and reduce misunderstandings. **DISC is an optional enhancement—not a requirement**



FROM LEARNING TO ORGANIZATIONAL IMPACT

What Your Organization Can Gain

- ✓ Faster, more productive conflict resolution
- ✓ Improved communication
- ✓ Stronger collaboration
- ✓ Increased trust
- ✓ More productive conversations
- ✓ Higher employee engagement
- ✓ Better teamwork
- ✓ Healthier workplace culture

This Is Where the Partnership Begins

A workshop can create awareness. Lasting change requires application.

Rising Phoenix Leadership can support your organization beyond the workshop through coaching, facilitation, behavioral assessments, and additional leadership development experiences—helping leaders translate learning into everyday behaviors.

The goal isn't simply to resolve the next conflict. It's to build leaders and teams that handle conflict better.

Let's Talk About What's Happening on Your Team.

Every workplace experiences conflict differently. Maybe your leaders are avoiding difficult conversations. Maybe small issues keep resurfacing. Maybe trust has been damaged. Maybe your managers need practical tools—not another presentation.

Let's start with the challenge you're experiencing and determine whether Conflict Resolution is the right solution for your organization.

BRING CONFLICT RESOLUTION TO YOUR TEAM

Karen Mellen

Leadership Development Trainer | Coach | Speaker | DISC Consultant

Rising Phoenix Leadership

www.risingphoenix-leadership.com

Develop Your Leaders • Strengthen Your Team • Build Your Talent Pipeline