



{ OVERVIEW }

Managing Conflict



Turn challenge into collaboration.

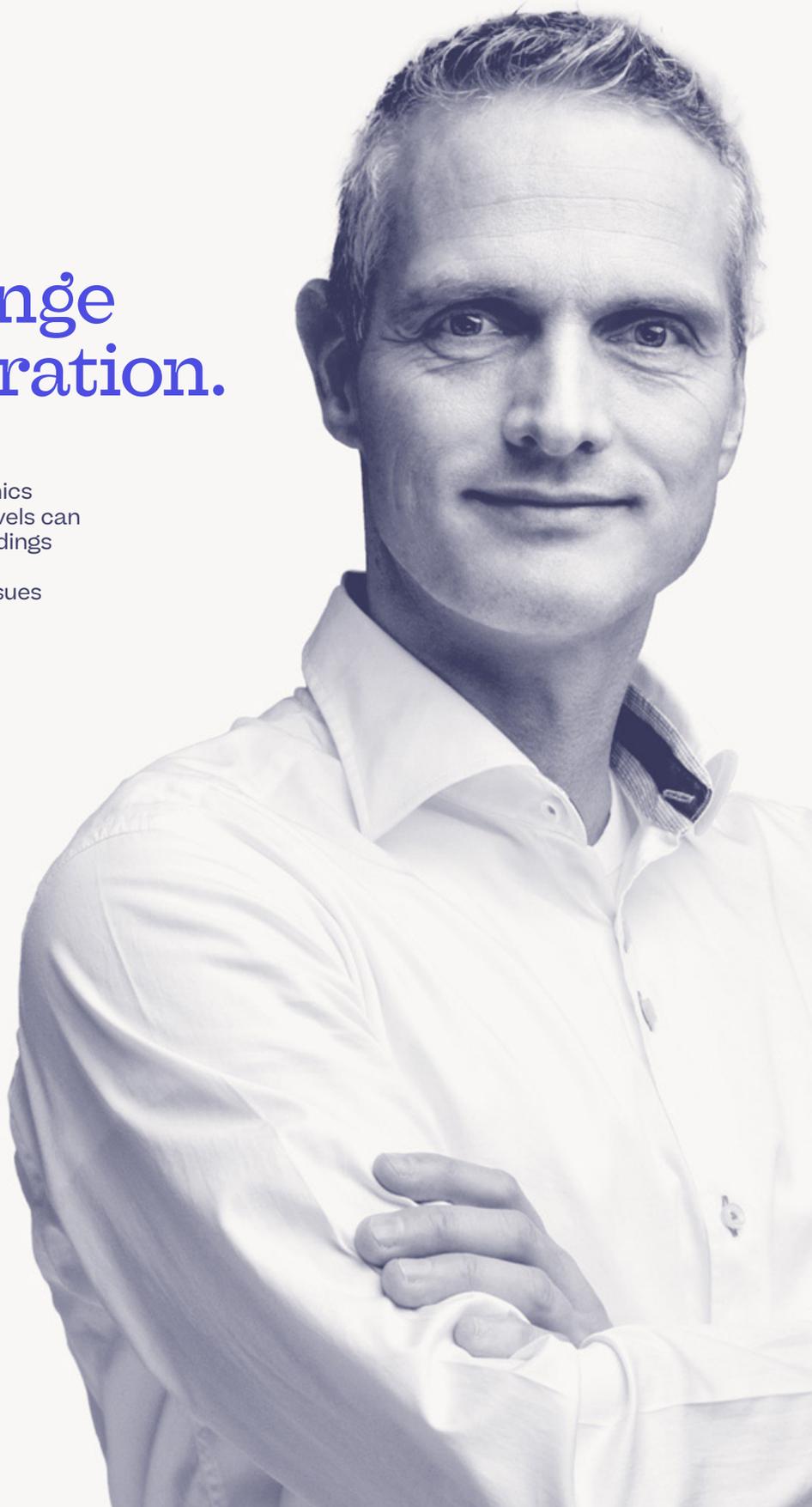
In any workplace, navigating the dynamics between different groups, roles, and levels can be a constant challenge. Misunderstandings and conflict often arise not because of individual failings, but from systemic issues within the organizational structure.

The question is:

How can leaders transform these dynamics to create a more unified and effective organization?

At Ninth Edge, we know that when approached the right way, conflict can become an opportunity for positive change.

Our **Managing Conflict** program equips leaders and teams with the tools and strategies to navigate disagreements, ensuring that even the toughest conversations lead to productive outcomes.



You'll learn to:

- Recognize your conflict style and how it impacts team dynamics.
- Improve communication to ensure clarity and shared understanding in difficult conversations.
- Manage emotional triggers, keeping conflict from escalating into personal disputes.
- Shift from positions to interests, finding common ground for collaboration.
- Implement practical strategies that turn challenges into opportunities for growth.



Overview of the Program

- **Welcome and Introduction:** Framing the importance of conflict management and setting expectations for the session.
- **Defining Conflict:** Explore what conflict is and why it occurs in the workplace.
- **When We're at Our Worst in Conflict:** Understanding the emotional triggers that lead to destructive conflict behaviors.
- **Conflict Handling Modes – The TKI (Thomas-Kilmann Instrument):** Identifying your conflict style using the TKI and when to apply it.
- **Conflict Conversation Skills:** Practical strategies and communication skills to address conflict constructively.
- **Summary and Wrap-Up:** Key takeaways and next steps for applying conflict management skills in real-world settings.

Target Audience

Individual Contributors, People Leaders

Delivery Options

Face-to-Face or Virtual Instructor-Led Training

Workshop Timing



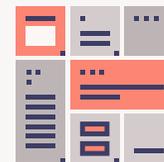
Half-Day Workshop

- Clarifying the Skill
- Building Self-Awareness
- Action Planning



Full-Day Workshop

- Clarifying the Skill
- Building Self-Awareness
- Skill-Development
- Action Planning



Customizable with Other Ninth Edge Solutions

- Performance Feedback
- Performance Coaching
- Leadership Transitions





Leaders who have implemented these strategies report:

Stronger team relationships

Differences are addressed constructively.

Improved communication

Even during challenging or emotionally charged conversations, clarity and connection are strengthened.

Higher performance

Teams work together toward shared goals, despite differing viewpoints.

Without the skills to manage conflict, organizations risk low morale, fractured teams, and a toxic work environment.

But with Ninth Edge's guidance, you can lead your team through conflict with confidence, ensuring that challenges are met with understanding, collaboration, and growth.



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Take the
next step.

Let's transform conflict into a tool for building stronger teams. Ready to lead with confidence?

Click below to schedule a consultation and learn how our **Managing Conflict** program can help your organization succeed.

{ Schedule a consultation.  }

