

Healthy Conflicts ©

Tools to turn friction, misalignment and difficult conversations into better decisions and healthier collaboration.



Have you ever seen technically sound discussions derail because feedback landed badly, ownership was unclear, priorities clashed, or people became attached to their position? And then ego, frustration and defensive language make everything worse.

Healthy Conflicts©© helps participants recognize these patterns early, stay functional under pressure and handle disagreement in a way that improves collaboration instead of draining time, trust and delivery.

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• Who is it for?

- Managers and team leaders
- Specialists and individual contributors
- Cross-functional teams working in fast-paced, high-pressure delivery environments
- Professionals who need to challenge ideas, give feedback and negotiate trade-offs without damaging collaboration

• What will you learn?

How to...

- approach conflict with more clarity, self-control and accountability
- manage emotional triggers and reactions under pressure
- use assertive, non-escalating language in difficult conversations
- handle disagreements around quality, priorities, ownership and ways of working more constructively

• What to expect?

- A practical framework for understanding conflict as a process, not just a reaction
- Concrete tools such as conflict mapping and assertive communication techniques
- Realistic scenarios and applied practice based on participants' day-to-day collaboration challenges
- A set of language patterns for addressing disagreement that reduce defensiveness and support clearer dialogue
- A shared vocabulary for addressing disagreement without avoidance, blame or ego battles

• How is it delivered?

FORMAT

In-class or online

DURATION

2 days / 12 hours

COHORT

Groups of up to 12 participants