

Vital Encounters

Making Conflict Work

Communicating in conflict requires emotional intelligence and dialogue skills.

Workshop Overview

Workplace conflict is often messy, confusing, and multifaceted – but when managed effectively, it can be a positive catalyst for innovation and stronger relationships. **Vital Encounters** is designed for business professionals (including managers, team leaders, and employees) who want to improve their ability to handle conflict productively. Participants will come away with a robust understanding of where conflict begins, how to identify the correct conflict handling strategy, and how to engage in a productive conversation with poise and confidence.

The Outcomes

- Identify common sources of workplace conflict.
- Understand the role of emotional intelligence in managing conflict effectively.
- Recognize how personality influences conflict perception and response.
- Apply the Thomas-Kilmann Conflict Handling Modes to real-world situations.
- Develop skills for perspective-taking to better understand different viewpoints.
- Prepare for and engage in tough conflict conversations with confidence.
- Utilize dialogue skills to transform conflict into a productive and relationship-strengthening opportunity.

The Format

Vital Encounters is a full-day, classroom-based workshop facilitated by a certified and experienced leadership development facilitator.

The Experience

This program is designed using research-based adult learning principles. It includes hands-on learning activities, role plays, small and large group discussions, reflection activities, and case studies.

Workshop Outline

- **Understanding Conflict**
 - Definition & Types of Conflict
 - Common Sources of Conflict
 - The Cost of Unresolved Conflict
- **Emotional Intelligence & Conflict**
 - Self-Awareness and Self-Regulation
 - The Role of Empathy
 - Recognizing & Managing Triggers
- **Personality & Conflict Styles**
 - How Personality Influences Conflict
 - The Thomas-Kilmann Conflict Handling Modes
 - Identifying Your Default Conflict Mode
- **Perspective-Taking & Preparing for Difficult Conversations**
 - The Importance of Understanding Perspectives
 - Techniques for Shifting Perspectives
 - Steps to Prepare for the Conflict Conversation
- **Dialogue Skills for Productive Conflict**
 - The Consultative Communication Framework
 - Types of Communication
 - How to Frame Conflict
- **Action Planning & Application**

Who Is This Program For?

This program is designed for both managers and individual contributors.

It's a perfect addition to new manager orientation or employee onboarding. It can be used as an upskilling offering for existing employees as well.

Customized cases and role plays are available on request for an additional development fee.



Call us to learn how you can help your employees become powerful communicators
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Why Vital Communication?

Learn From the Pros

We are passionate about helping professionals master business communication skills. Our facilitators have years of experience as practitioners, leaders, and trainers.

Practice and Feedback

Everyone in our workshops receives thoughtful and constructive feedback. We help learners focus on continuous improvement by creating a safe environment for them to build their skills through live practice.

Fun and Engaging

We all learn best when we're having fun. Our workshops are engaging, dynamic and far from dull. Our facilitators are relatable and energetic.

Practical and Pragmatic

All of our programs address the core and critical business communication challenges your employees experience. We use real-world examples and cases in all of our programs.

Tips, Tools, and Techniques

Our programs include plenty of resources to help learners apply what they learn, including workbooks and job aids. Become a member of our learning community and receive access to valuable learning sustainment resources.

Research-Based

Our programs are grounded in social science research and practical experience. We are students of communication and continue to read, review, and contribute to the body of knowledge in organizational communication.