Learn to lower defensiveness around tense topics, listen for understanding and help others feel heard.

Learn to identify and address hidden sources of group conflict.

Learn to manage conflicts and navigate interpersonal dynamics as a team leader.

Learn to prevent and resolve conflicts with colleagues and managers, including communicating your needs successfully and lowering others’ defenses.

Learn strategies to support colleagues and address incivility and micro or macro aggressions in the workplace.

Learn to employ different types of feedback, craft effective feedback, identify feedback triggers and receive feedback skillfully.

Learn a three-step strategy managers and supervisors can use transform negativity into greater connection, productivity, and team effectiveness.