
Evoke Leadership® Workshops

Conflict Management

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LEADERSHIP

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002: Conflict Management and Difficult Conversations

Learning materials for this workshop are drawn from the Harvard Negotiation Project and Certification Training: Difficult Conversations, taught by Bruce Patton, Doug Stone, and Sheila Heen at Harvard Law School.

Objectives

Negative conflict can be costly and devastating to organizations, directly affecting productivity, revenue, morale, and creativity. We know that conflict, when navigated skillfully, can be transformed into opportunities for learning and growth. Organizations and departments that are able to have difficult conversations productively experience greater effectiveness and innovation, and enjoy healthier working relationships. This course helps participants understand what makes conversations difficult; teaches participants how to navigate conflict with skill; and provides tools for stepping into stressful situations.

This workshop runs 3-4 hours and can be customized.

Learning Modules

- Difficult Conversations—What makes them difficult?
- Listening—From the inside out. What happened?
- Mapping the Contribution System
- The Basic Shift
- The Feeling Conversation
- The Identity Conversation
- Creating a Learning Conversation
- Reshaping the Story

Evoke Learning

At Evoke Leadership, we believe that learning is best done experientially, along with traditional facilitation. We strive to create interactive learning experiences that create new neural pathways that support deeper level change.

Instructors

In 2013, Toma Ramirez founded Evoke Leadership®, serving corporate clients and C-suite professionals. Working together with organizations, he reaches into and across the landscape, helping leaders and address discord and dysfunction, focus on common goals, find common ground, and move forward as a cohesive and united whole.

Contact Evoke Leadership for more information and pricing (pricing dependent on customization and number of attendees).