Michelle Anne

LEADERSHIP DEVELOPMENT

CONFLICT AND NEGOTIATION

Navigating Conflict

The science and practice of getting to what matters.

Managers lose nearly 29 working days a year (4.44 hours a week) to workplace conflict—mostly managing fallout instead of solving the issue.

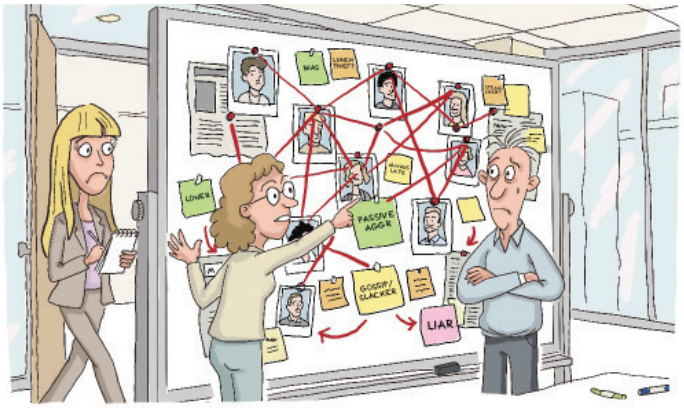
Under pressure, the brain treats hard conversations as threats. The thinking brain goes offline, emotion replaces judgment, and leaders shift to protecting turf—withholding information, forming alliances, and dividing teams. Trust erodes, top talent leaves, and complaints land on HR's desk.

Navigating Conflict Under Pressure equips leaders to keep their thinking brain online and turn standoffs into shared decisions.

Drawing on Michelle's Harvard training in negotiation and the psychology of difficult personalities, participants learn to:

- **Interrupt the threat response** to keep clear judgment online.
- **Read hidden drivers** to uncover what truly motivates the other person.
- **Resolve standoffs early** using interest-based tools—before issues reach HR.

Proven Results: In a U.S. Forest Service program for 160 leaders, **100% of participants** reported stronger conflict tools, and the Regional Forester called it "the most effective training the Forest Service had ever undertaken."



"WE THOUGHT YOU NEEDED THE BACKSTORY"

LEARNING OBJECTIVES

- **Keep the thinking brain online** by catching emotional triggers in real time.
- **Master tough conversations** without defaulting to fight, flight, or freeze.
- **Read what drives difficult personalities**, including controlling behavior.
- **Stop unnecessary escalations** and rebuild team collaboration.

LOGISTICS

- Half or full-day workshop, virtual or on-site
- One-on-one coaching for leaders in active conflict
- Evidence-based playbook and practice scenarios included

"I have taken so many courses on dealing with difficult people, conflict resolution, stress reduction and resilience, but nothing comes even close to the benefit that I received working with Michelle."

— Christine Farris,
Legal Affairs, Office of Hearings and Appeals, National Appeals Division

FOR MORE INFORMATION
Contact us at michelleanne.com