



EAST MEETS WEST

Conflict Mastery

Neuroscience-Based Leadership

Essential Skills for Leaders

KEYNOTE / WORKSHOP

Do you avoid conflict? Are you unsure how to resolve workplace and/or personal conflicts?

Research and empirical evidence consistently demonstrate that when conflicts and misunderstandings remain unresolved, detrimental consequences arise within the work environment.

Unresolved conflicts often escalate, creating a hostile atmosphere which hamper collaboration and diminishes the willingness of individuals to share ideas, causing communication breakdowns, perpetuating misinterpretations, and eroding trust between team members. These negative dynamics adversely affect mental health, job performance, and overall job satisfaction.

Wouldn't it be amazing if there were simple scientific framework you could apply to reduce misunderstandings, de-escalate, and quickly resolve conflicts?

In this keynote, you will delve into the four key aspects of conflict mastery, gaining a scientific understanding of the root causes of workplace conflicts. Discover the subtle art of de-escalation and how to quickly build bridges. Understand the nuances of active listening, and how to gracefully increase clarity and empathy when expressing viewpoints. We will apply both science and eastern philosophy to help you master issues of finding common ground and negotiating mutual resolutions.

Leave this session equipped with the tools to position yourself as an extraordinary leader who not only resolves conflicts but also cultivates a thriving and collaborative team culture, ultimately driving exceptional results.



LEARNING OBJECTIVES

- ▶ Identify root causes of workplace conflicts.
- ▶ Master conflict de-escalation and resolution techniques.
- ▶ Strengthen team relationships and drive performance.
- ▶ Explore proactive approaches to prevent conflicts

“I’m up in Alaska waiting on a plane waiting for the weather to clear. I have just gone through the hardest 2.5 months of my career. Just wanted to let you know I don’t think I would have survived without the skills you have given me..”

- **Ken Tu, U.S. Forest Service**
Project Lead, Regulatory Team