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(PM06: Essential Conflict Management Tools for Emerging Leaders - From Tension to Transformation)

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Conflict Management Is The Art Of Turning Disagreement Into Progress



The Psychology of Conflict: Why Self-Awareness Matters

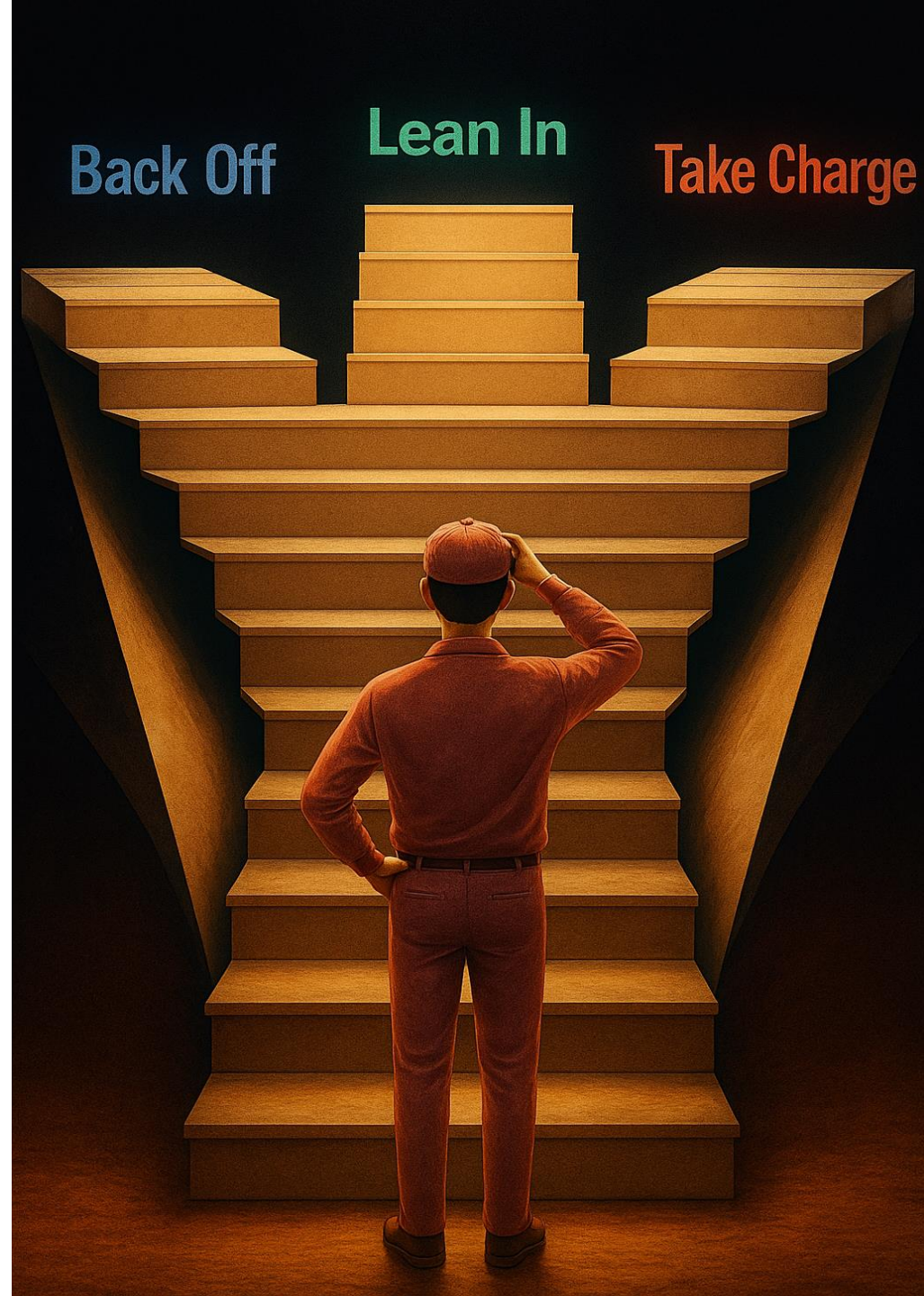


The 5 Conflict Management Styles : Strengths and Pitfalls

Conflict Mode	Description	Falls under	Strengths	Risks	Likely Outcome
Avoiding	Sidesteps conflict	Back off	Buys time, reduces tension	Delays resolution, breeds resentment	Lose-Lose
Accommodating	Yields to others	Back off (partly)	Preserves relationships	Neglects own needs, lacks boundaries	Lose-Win
Competing	Asserts dominance	Take charge	Drives decisions, clarity	Can intimidate, reduce collaboration	Win-Lose
Compromising	Seeks middle ground	Lean in	Faster decisions, fairness	May sacrifice best outcomes	Partial Win / Partial Lose
Collaborating	Create Together	Lean in	Builds trust, innovation	Takes time, needs trust to start	Win-Win

Flex Your Approach: Match Style to Situation

- **No single “best” style** — context matters
- **Read the room:** personality, mood, energy, triggers
- **Situational awareness:** who, what, when
- **Stay flexible:** Back Off · Lean In · Take Charge
- **Adapt to the moment, not just the problem**



Building Team Culture Around Healthy Conflict

Key Behaviors:

Unproductive Conflict

Stifled, negative, and avoided

Stay Curious

Embrace learning and open-mindedness

Normalize Conflict

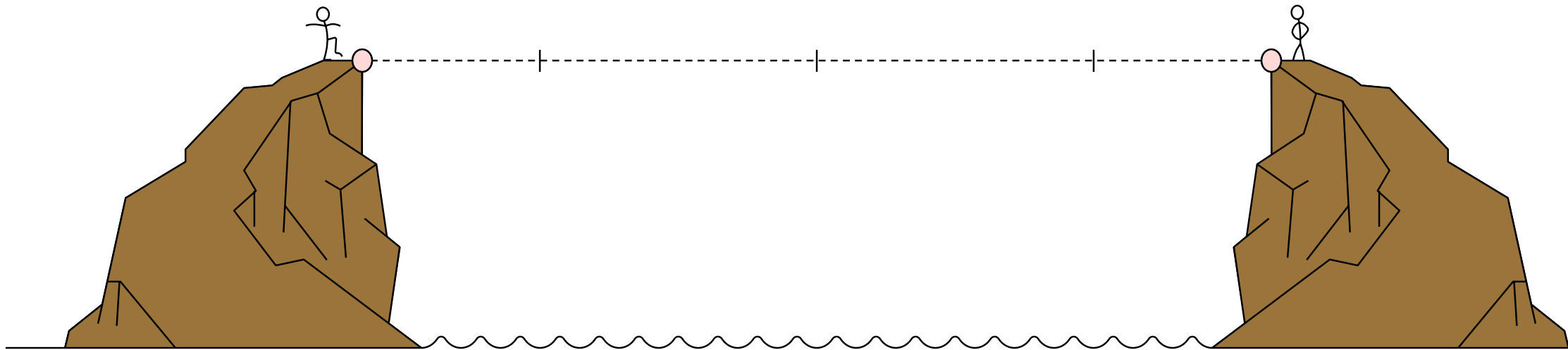
Accept conflict as a natural occurrence

Inclusive Communication

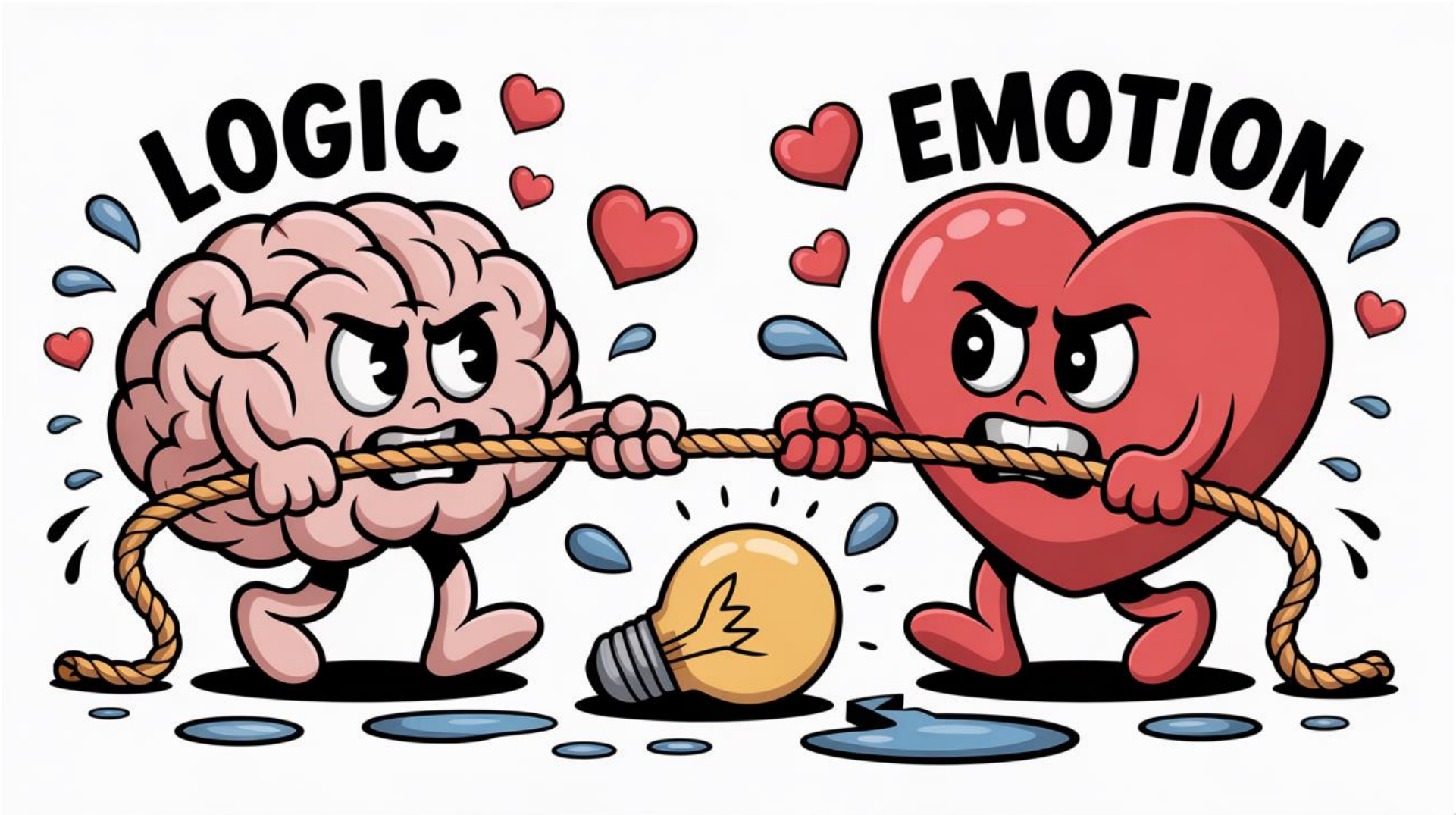
Speak constructively and respectfully

Productive Conflict

Resolved, positive, and integrated



Emotion Leads, Logic Guides — Balance Is The Key



Interactive Exercise: Real-Time Conflict Play

Urgent crisis, you
as a leader must
act now

SCENARIO 01

Competing

Good relationship
with a trusted peer,
issue not critical

SCENARIO 02

Accommodating

Two strong parties
both care and
outcome driven but
time is limited

SCENARIO 03

Compromising

Trivial issue or
you have no
power

SCENARIO 04

**Avoiding might
be smart**

High-stakes, complex
issue, have time and
both parties must
commit

SCENARIO 05

Collaborating



**AI-Powered Talent, Driving Excellence in Services with
Patients at Heart**

Thank You!

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