



Managing Conflict as a Leader

A Focused Learning Plan

Reframe how you view conflict and be ready to lead effectively even in the most difficult moments.

1. Watch [“Conflict Management for Institutional Leaders”](#)



60 mins



Webcast Recording

Whether you are in a formal leadership position or not, conflict is something everyone must learn to navigate. In this webcast, you'll gain practical strategies for managing and resolving conflict by exploring the drivers of conflict, effective framing and use of words, and dispute resolution tools.

2. Watch [“Learning to Lead Through Conflict”](#)



60 mins



Webcast Recording

Now that you have a solid understanding of conflict management, watch this webcast recording to learn more targeted strategies for leading through conflict effectively. This webcasts covers root causes of conflict, the role of your environment, and how your emotional intelligence contributes to conflict leadership.

3. Review the [“Healthy Dialogue Dashboard”](#)



15 mins



Job Aid

This handy one-page job aid will supplement your understanding of managing conflict and help you feel prepared to respond in the moment. This one-page reference provides strategies for giving feedback, especially when negative feelings are present.

5. Complete & Submit Your Final Reflection!

Please complete all of the reflection activities on the next page. Don't forget to submit your work once it's complete.



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Final Reflection

Please confirm that you've completed each of the following activities:

I have watched "Conflict Management for Institutional Leaders"

I have watched "Learning to Lead Through Conflict"

I have reviewed "Healthy Dialogue Dashboard"

Then, answer the following reflection questions:

1. Think about your situational context. What are some of the drivers of conflict that exist? How does your environment and/or own interpersonal communication style contribute?

2. Now that you know more about efficiently managing conflict, how will you handle problematic behavior in either the people you lead or your colleagues? Be specific about which strategies you're interested in trying, and think about how you might address problems early on or strategies for escalating your interventions.

Once you're done, submit your work to receive proof of completion.

Please email your completed PDF to austin@academicimpressions.com

If you would like us to notify your supervisor of your completion of this focused learning path, enter their email in the box below.