



Menu of Training and Workshop Opportunities

Difficult Conversations and Conflict Management

Duration: 2 hours

Purpose: Conversations can feel difficult when another person's behavior or actions create tension, discomfort, or the need for change. This workshop helps participants develop the awareness and tools to approach these conversations with confidence and professionalism.

Participants will:

- Explore the characteristics and values that shape healthy workplace interactions.
- Examine traits of Emotional Intelligence that support conflict competence.
- Identify common sources of conflict and reflect on personal needs and triggers.
- Learn and practice a step-by-step process for initiating and conducting difficult conversations.

Outcomes:

The session combines independent reflection, small-group discussion, and practical exercises. By the end of this workshop, participants will understand their own values, recognize behaviors that promote constructive conflict management, and be equipped with a simple process for addressing difficult situations effectively and respectfully.

Feedback and Empathic Communication Workshop

Duration: 2 hours

Purpose: This workshop takes a deeper dive into how we communicate with one another by exploring the processes of feedback and empathic communication. Participants will gain insight into the interpersonal dynamics that shape how messages are given, received, and understood in the workplace.

Participants will:

- Explore how personal temperament and response patterns influence communication.
- Identify common pitfalls of ineffective feedback and learn strategies for delivering feedback that supports growth and trust.
- Practice active listening and empathy-based communication techniques that strengthen relationships and enhance emotional intelligence.

Outcomes:

Through reflection, discussion, and practice, participants will develop greater self-awareness and confidence in their communication. By the end of the session, they will understand how effective feedback and empathic listening contribute to both individual and organizational success.



Conflict Management for Organizations

Duration: 8 hours (can be delivered as two 4.5-hour sessions)

Purpose: Conflict is an inevitable part of organizational life, yet when managed effectively, it can lead to stronger relationships, greater understanding, and improved collaboration. This comprehensive training builds awareness, confidence, and practical skills for recognizing, managing, and resolving conflict in the workplace.

Agenda Topics:

- Sources and Costs of Conflict – Explore attitudes, definitions, and common sources of conflict, including issues of disrespect and emotional “hot buttons.”
- Understanding Conflict – Identify personal and team conflict styles through a Conflict Management Style Survey and discuss their implications.
- Communication Skill Development – Strengthen active listening, reflection, questioning, reframing, word choice, and responsible messaging to improve dialogue.
- Conflict Management and Resolution – Learn strategies for managing difficult behaviors, navigating challenging dynamics, and applying structured problem-solving processes.

Outcomes:

Participants will gain a deeper understanding of how conflict arises and how to respond productively. They will leave with a toolkit of communication and resolution strategies to foster healthy, respectful, and effective workplace interactions.

Strategies for Effective Feedback

Duration: 2-hours

Purpose: Feedback is complex and nuanced. Bias, types of feedback, and relational conflict impact how we give feedback as well as how we receive it. We will build our understanding about feedback by demonstrating through video and activities, strategies to adopt and behaviors to lose.

Participants will:

- Develop understanding about feedback in the workplace.
- Identify strategies to adopt.
- Identify strategies to lose.
- Build awareness about triggers and blindspots.
- Receive tools for reducing unhealthy conflict and increasing effective communication.

Outcomes:

Participants will recognize the role of feedback in important conversations, how feedback can create and/or escalate conflict, and experience better results by being strategic in giving and receiving feedback.



Feedback and Emotional Intelligence for Leaders

Duration: 4 hours (can be delivered as two sessions)

Purpose: Effective leadership requires more than understanding Emotional Intelligence (EI) competencies—it requires putting them into action. This workshop integrates EI skills with practical communication and conflict management techniques, helping leaders translate knowledge into everyday leadership behaviors.

Participants will:

- Explore the four core EI competencies: Self-Awareness, Self-Regulation, Social Awareness, and Relationship Management, and understand how they intersect with communication and feedback.
- Complete self-assessments to identify personal triggers, values, sources of conflict, bias, and conflict management style.
- Practice tools and structured processes for delivering and receiving effective feedback while managing challenging conversations.
- Gain experiential understanding of what EI looks and feels like in action within leadership contexts.

Outcomes:

By the end of this session, participants will have actionable strategies to enhance their emotional intelligence, strengthen relationships, and provide feedback in ways that promote trust, growth, and engagement.

Developing Our Emotional Intelligence

Duration: Designed as a 4-part “Lunch & Learn” series; can be customized or integrated into a complementary training.

Purpose: While our IQ may help us get a foot in the door, Emotional Intelligence (EQ/EI) is what sets individuals apart and is a hallmark of strong leaders. Unlike IQ, EQ can continue to grow throughout our lives, enhancing both our professional and personal experiences.

Participants will:

- Understand the four core components of EQ: Self-Awareness, Self-Management, Social Awareness, and Relationship Management.
- Engage in skill-building exercises that strengthen their ability to recognize and regulate emotions, navigate social dynamics, and cultivate positive workplace relationships.
- Explore practical strategies to apply EQ skills to everyday interactions, conflict management, decision-making, and leadership challenges.

Outcomes:

By the end of the 4-part sessions, participants will have a deeper understanding of their own emotional patterns, improved interpersonal effectiveness, and actionable tools to enhance their leadership presence and workplace experience.



Responding Effectively to Microaggressions

Duration: 12 hours total (delivered over 3–4 sessions, with additional assessments via surveys and interviews)

Purpose: Microaggressions, though often subtle, can have a significant impact on workplace culture, team cohesion, and individual well-being. This training is designed to equip leadership teams with the knowledge, skills, and confidence to recognize, address, and respond to microaggressions constructively.

Participants will:

- Engage in team dialogues to explore the impact of microaggressions and the challenges they present in organizational contexts.
- Participate in training and practice exercises that build skills for managing difficult conversations with respect and effectiveness.
- Develop strategies for responding to microaggressions in real-time while fostering inclusive, equitable, and psychologically safe work environments.
- Benefit from pre- and post-assessments via surveys and interviews to inform learning, track progress, and guide follow-up practices.

Outcomes:

By the end of this program, leadership teams will be better prepared to navigate sensitive conversations, reduce workplace harm, and promote a culture of inclusivity and respect. Wrap-around service includes coaching for ongoing support (additional cost).

Negotiation and Conflict Management Skills: Empowerment for Every Woman

Duration: 12 hours total (delivered over 3–4 sessions)

Purpose: This program is designed for women in lead, supervisor, or mid-level management positions who want to enhance their negotiation and conflict management skills for both professional and personal growth. Participants also have the option for post-workshop 1:1 coaching to support individualized skill development.

Workshop Objectives:

1. Understand the fundamentals of negotiation and its importance in professional settings.
2. Recognize gender biases and how they can influence negotiation outcomes.
3. Build confidence in advocating for personal and professional needs.
4. Identify common sources of workplace conflict.
5. Learn strategies to approach and manage conflicts constructively.
6. Develop skills to navigate power dynamics and gender biases in conflict resolution.
7. Practice negotiation and conflict resolution strategies through realistic scenarios.

Outcomes:

By the end of this workshop, participants will have greater confidence, practical skills, and strategies to negotiate effectively, manage conflict constructively, and navigate professional environments with influence and authenticity.



Training and Workshop Modules

Consider adding on to an existing workshop or customizing for your organization's unique challenges and goals from our menu of current topics.

Challenge/Goal	Training and Workshop Modules
Employee Engagement	<ul style="list-style-type: none">• Rebuilding Trust and Commitment in Teams• Leading with Curiosity and Empathy• Advanced Leadership Training in Conflict Management Skills• Motivation: Inspiring Employee Engagement• Generations: Appreciating the Differences
Wellbeing at Work	<ul style="list-style-type: none">• Leading with Wellbeing in Mind• Resilience and Stress Management for Teams• Leading with Empathy
Feedback & Recognition Gaps	<ul style="list-style-type: none">• Strategies for Effective Feedback• Communication Across Generations• Is My Bias Showing?
Hybrid Work Effectiveness	<ul style="list-style-type: none">• Maximizing Collaboration in Hybrid Teams• Effective Hybrid Meeting Design• Building Psychological Safety in Distributed Teams
Leadership Development & Succession	<ul style="list-style-type: none">• Next-Generation Leadership Skills• Conflict Competence for Leaders• Leading Through Change and Uncertainty• Managerial Mediation

(Our training can be adapted and customized. Please inquire about other training options or to discuss your team's unique needs.)

Please contact sunny@adrgroupnw.com for a quote and to schedule a workshop today!