



THE CITADEL
EXECUTIVE LEADERSHIP
ACADEMY

Women's Leadership Series

Constructive Conversations: Conflict Management and Effective Feedback

One of the most challenging jobs of a leader is to engage in constructive conversations, especially those dealing with conflict and feedback. Unfortunately, an Interact/Harris Poll conducted online with 1,000 U.S. workers found that 91% say their leaders are not effective communicators. Are you comfortable engaging in important conversations? Do you provide constructive feedback so that others can hear it and act upon it?

In this workshop, participants will identify their preferred method of conflict management and learn how to choose the most effective way to handle a conflict situation. We will present a model for scanning the environment to anticipate conflict and help participants prepare for and engage in feedback conversations that can impact performance. Participants will learn how to create a safe and trusting environment while managing the emotions that can arise in potentially charged situations.



By the end of the workshop, participants will leave with:

- Knowledge of how to communicate effectively in challenging conversations
- Approaches for managing conflict situations
- An understanding of personal preferences for managing conflict
- Ability to predict and prepare for constructive conversations
- Tools for managing emotions during potentially challenging conversations
- Strategies for giving and receiving feedback to create constructive conversations

Audience: Female leaders, professionals in a leadership role, individual contributors and those seeking to become more effective leaders

Duration: The program will take place November 12, 2023 from 9:00 a.m. to 3:00 p.m. on The Citadel campus. Breakfast and lunch will be provided as well as all session materials.

Cost: \$300

Executive Leadership Academy Workshops

Workshops will be filled with experiential and active learning to help participants develop new skills and strategies for implementation in their own lives and organizations.