

HRD Learning & Performance Conversation Guide for LEAD 1 Participant–Manager 1:1 Discussion

Purpose of This Conversation

To reflect on key insights from the session, explore how they apply to current work, and identify how the manager can support ongoing practice and reinforcement.

Session #5: Leading Through Conflict

As you reflect, consider not just how you respond to conflict—but how your response influences trust, communication, and outcomes on your team.

Key Takeaways from the Session

- Recognize personal tendencies and automatic reactions during conflict
- Understand how assumptions and interpretations can escalate conflict
- Practice stepping back and reframing automatic thoughts
- Identify productive conflict behaviors that strengthen relationships and results
- Adapt conflict approaches based on different DiSC styles and priorities

Participant Reflection Prompts

- What was your biggest takeaway about conflict from this session?
- Which destructive conflict response do you find yourself most likely to engage in? What typically triggers it?
- What did you learn about the "story" you tell yourself during conflict situations?
- Describe a recent conflict where reframing your automatic thought may have changed your response.
- Which productive conflict behavior are you intentionally working to strengthen?

Manager Reflection & Support Prompts

- Where do you see your employee handling conflict or disagreement effectively today?
- What strengths do they already bring to difficult conversations?
- What conflict situations seem most challenging for them?
- How can you help create space for thoughtful responses rather than immediate reactions when challenges arise?
- What would meaningful progress look like over the next few weeks?

Conversation Guidelines

Timing: Hold this conversation after the session and before the next one

Goal: Reflection, application, and support—not performance evaluation

Mindset: Approach the discussion as partners in learning, focused on growth and progress