



Innovative Hematology

Indiana Hemophilia
& Thrombosis Center

Manager Essentials Leadership-Development Program

Conflict Communication



Innovative Hematology

2026 Workshop Series

All sessions are virtual

Communication
in Leadership
Workshop

Communication
in Leadership
Debrief Session

Casting Vision
Workshop

Casting Vision
Debrief Session

Feedback &
Accountability
Workshop

Feedback &
Accountability
Debrief Session

Conflict
Communication
Workshop

Conflict
Communication
Debrief Session

March 9
2-3:30 PM ET

March 23
2-3 PM ET

May 18
2-3:30 PM ET

June 4
2-3 PM ET

July 13
2-3:30 PM ET

July 27
2-3 PM ET

September 14
2-3:30 PM ET

October 1
3-4 PM ET

Between Sessions:

application exercises, follow-up, and reminders

Ice Breaker

Put your answers in the CHAT:

The hardest part about giving feedback is...

Icebreaker

Put your answers in the CHAT:

What **word(s)** do you think of when you hear “**conflict**?”



Objectives for today:

1. Recognize conflict as an opportunity to strengthen trust, accountability, and collaboration rather than avoid difficult conversations.
2. Apply a practical framework for navigating difficult conversations with clarity, empathy, and accountability.
3. Practice communication techniques that reduce defensiveness and create productive dialogue.

Reflect: When Tension Rises

- "When conflict shows up, I tend to..."
 - Avoid it
 - Soften it
 - Solve it
 - Control it
 - Defend myself
 - Over-explain
 - Shut down
 - Push harder

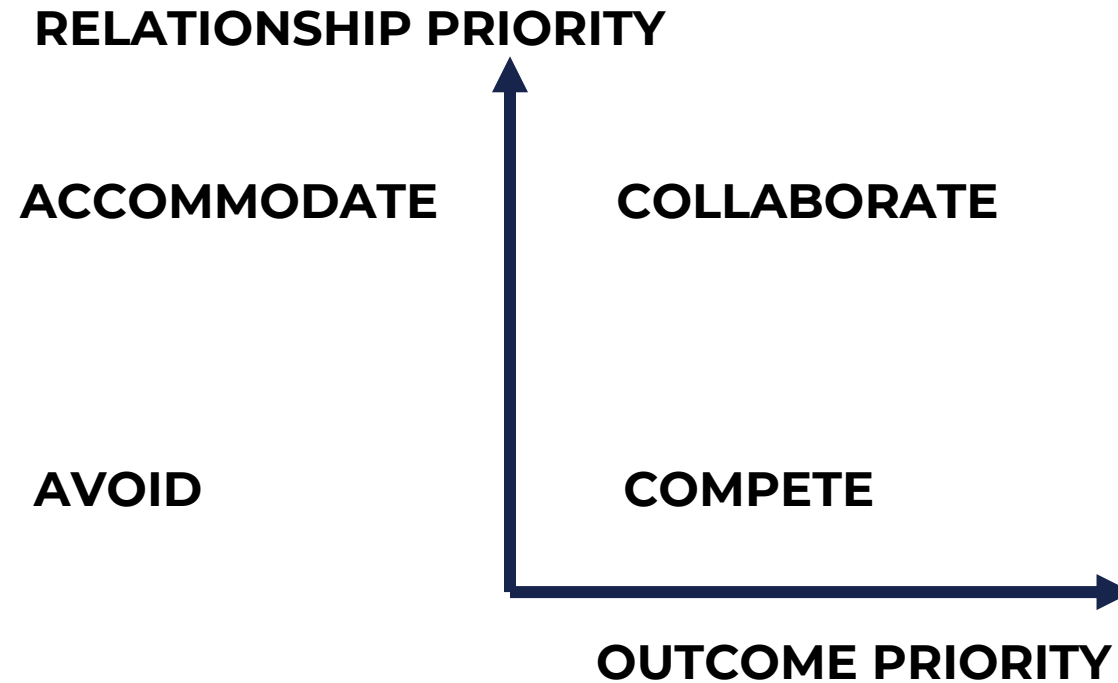
Share: When Tension Rises

When does your natural conflict style **serve** you—and
when does it **get in your way**?

4 Conflict Styles

1. AVOID
2. ACCOMMODATE
3. COMPETE
4. COLLABORATE

Conflict Styles



What are you Protecting?

- **AVOID**

- Protecting the relationship **from the discomfort of conflict**

- **ACCOMMODATE**

- Protecting the relationship **by giving up your position**

- **COMPETE**

- Protecting the **outcome** by pushing for what you believe is right

- **COLLABORATE**

- Protecting **both the relationship and the outcome** by working through the tension

Flexing: How do I know (ROTS)?

1. How important is the relationship?

- Is this someone I need to work with tomorrow, next month, and next year?

2. How important is the outcome?

- What are the consequences if we don't resolve this?

3. How much time do we have?

- Do we need a decision now, or can we work through the issue?

4. What is at stake?

- Is this a preference—or is it about performance, safety, ethics, values, or organizational standards?

Hindsight

Are there any conflict situations you may approach differently knowing the ROTS questions?

CARE Conversation Model

C — Clarify the Issue

- What happened? What specifically needs to be addressed?

A — Acknowledge the Impact

- What impact is this having on the person, team, customer, or relationship?

R — Reset Expectations

- What needs to be different going forward?

E — Engage in Ownership

- What does the other person see? What will they commit to?
What support is needed?

Practice:

- **A high performer is creating tension with peers.**
- **Someone consistently misses deadlines.**
- **A colleague isn't following through.**
- **A team member becomes defensive when receiving feedback.**
- **Two leaders are competing rather than collaborating.**
- **A direct report keeps bringing problems without solutions.**

Practice Debrief

- What felt **natural**?
- What felt **uncomfortable**?

Action Items for Next Time

- Complete the post-workshop survey to prepare for the Debrief session on 10/1.
- Use the CARE model to prepare for your next conflict communication

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