



Innovative Hematology

Indiana Hemophilia
& Thrombosis Center

Manager Essentials Leadership Development Program

Conflict Communication Debrief



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

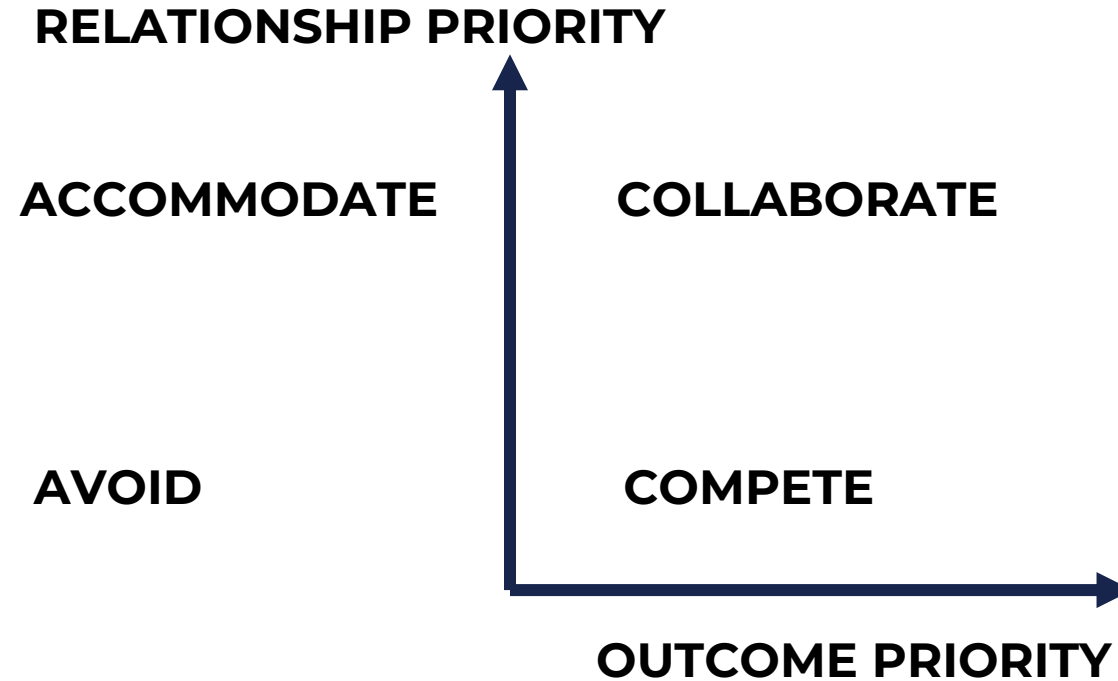
Between Sessions:

application exercises, follow-up, and reminders

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

ESCLEAR.COM/GOAL-SETTING



3 Questions

1. What is the **MOST** generous way to look at this?
2. What do I/we **NEED** from this conversation?
3. What are we **REALLY** arguing/tense about?

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
- Use all of what you have learned to continue your leadership growth!



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