

Vital Encounters

4.5 PMI PDUs | 4.5 IIBA CDUs



Todd Duchaine
Instructor

Format: Live Instructor-Led
Online through Zoom

Date: November 6, 2025

Time: 9:00 PM - 1:30 PM ET

Price: \$200 per person

To register:

Email Chris Remmert
cremmert@nysforum.org
and indicate the course
title in the subject line.

Technology and Attendance

Requirements:

Computer with a
browser, Zoom, a
microphone and speaker.
For this workshop,
camera should be on if
possible and you must
be actively participating.

Conflict is often messy, confusing, and multifaceted – but how you respond to it doesn't have to be. Vital Talent has created a simple framework that clears away the obstacles to conflict resolution and strengthens your bond with your colleagues.

This workshop is structured to provide a comprehensive approach to conflict management and engaging in difficult conversations. You'll practice using a simple process that you can apply to any conflict situation.

This experiential course focuses on realistic examples and hands-on exercises to help you uncover various key concepts for implementing effective conflict resolution strategies. You will learn how to assess a conflict situation, how to prepare for a difficult conversation, and how to engage in productive dialogues.

Learning Outcomes:

During this course you will learn how to:

- Analyze the cause of a conflict
- Apply different conflict styles to difficult conversations
- Identify traps that cause escalation
- Develop a communication plan for difficult conversations
- Heighten your emotional intelligence

Content:

- You will analyze case studies to identify the root causes of conflict situations.
- You will learn how to use a perspectives analysis grid and apply it to a case study.
- You will explore conflict handling styles and their implications.
- You will practice emotion regulation techniques that will keep you focused in difficult conversations.
- You will learn a simple framework for navigating difficult conversations and develop a plan to apply it to your own work.
- You will participate in triad role plays featuring multiple conflict scenarios.