



Leading Through Conflict

#SIAConv2024

Soroptimist International of the Americas, Inc.

Your Presenters Today

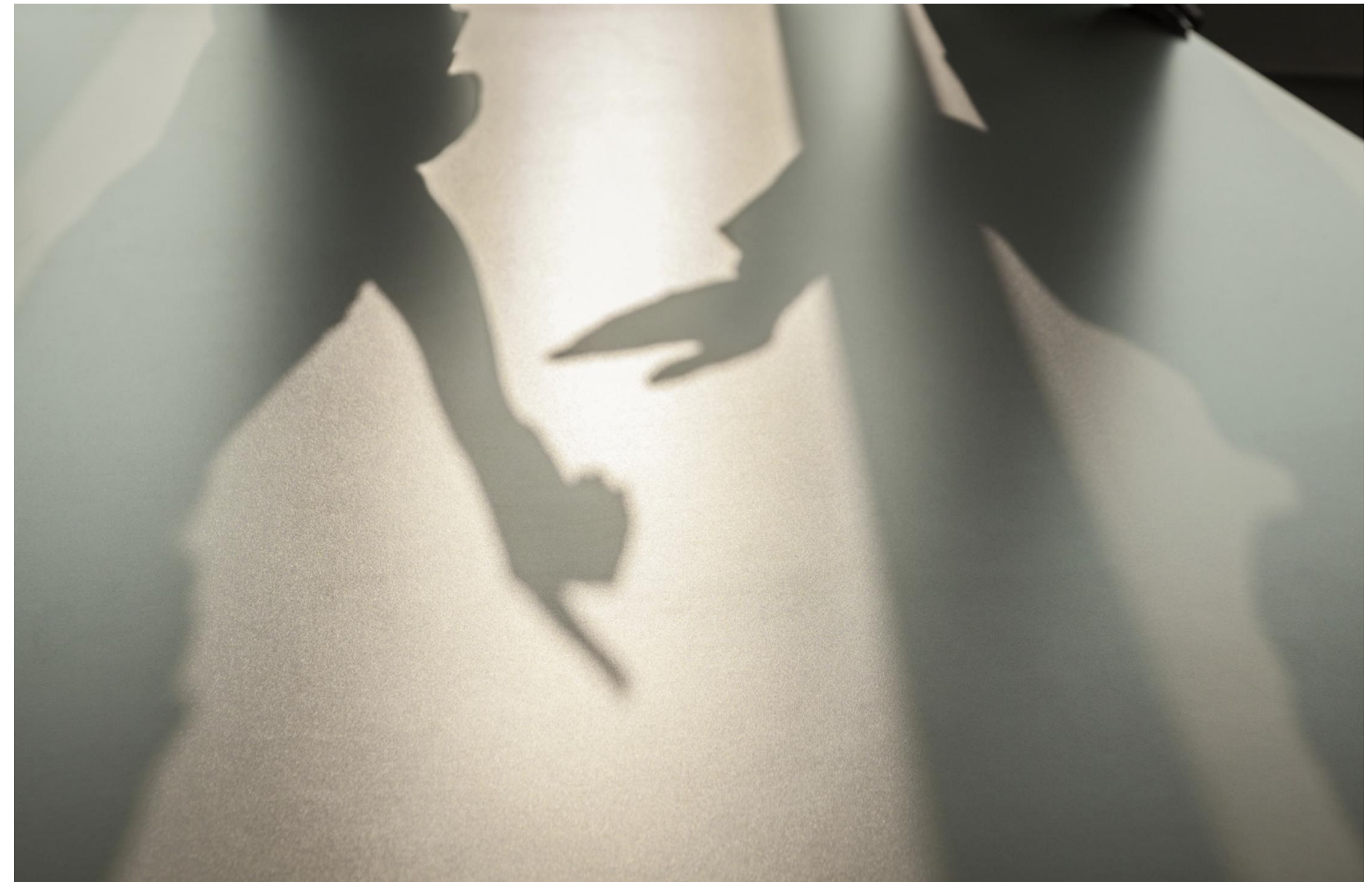


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Definition of Conflict

- A struggle or clash between opposing forces.
- Opposition between ideas or interests.
- A disagreement or controversy.



Mark Gerzon's "Leading through Conflict"

"Exactly what the world needs now... insightful and engaging."

—From the foreword by William Ury, coauthor of *Getting to Yes*

Leading THROUGH Conflict

*How Successful Leaders Transform
Differences into Opportunities*

Mark Gerzon

Exploring eight valuable leadership tools to help transform differences into opportunities.

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Leadership Tools

- **Integral Vision:** It is important to acknowledge all sides of a conflict. There is no “I’m right, and you’re wrong.”
- **Systems Thinking:** Understand the relationship to the contributing factors of the conflict.
- **Presence:** Be in the moment. Seek to understand.



Leadership Tools

- **Inquiry:** Asking questions in a positive way to help gain information or understanding on how to address the conflict.
- **Conscious Communication:** Having self-awareness and being mindful of how you SPEAK and LISTEN DURING the conflict.
- **Dialogue:** Speaking and listening in a way that inspires our abilities to work through conflict.



Leadership Tools

- **Bridging:** Building partnerships and relationships
- **Innovation:** Finding ways to resolve conflict.



Dr. Julie Pham's "7 Forms of Respect"

7 forms of respect™



A Guide to Transforming Your Communication
and Relationships at Work

JULIE PHAM, PhD

*A guide to transforming
your communication and
relationships at work.*

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THANK YOU

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