

CONFLICT RESOLUTION TOOLKIT

Practical Tools for Navigating Workplace Tension with Grace



The Challenge: Conflict is inevitable, but your team doesn't know how to navigate it constructively. Small tensions escalate into big problems, people avoid hard conversations, and unresolved issues erode trust and productivity.

What It Is

The Conflict Resolution Toolkit provides practical, immediately usable strategies for addressing workplace conflict before it becomes toxic. From difficult conversations to mediation frameworks, this toolkit gives your team the language and processes to turn tension into opportunity for growth.

What's Included

- ✓Conflict assessment tools to identify root causes
- ✓Step-by-step process for facilitating difficult conversations
- ✓Mediation framework for third-party intervention
- ✓Communication scripts for common workplace conflicts
- ✓De-escalation techniques for high-emotion situations
- ✓Restorative questions to rebuild trust after harm
- ✓Templates for conflict resolution agreements
- ✓2-hour team training on using the toolkit

Who This Is For: Managers, team leads, HR professionals, and anyone who needs to address interpersonal tension in the workplace but doesn't have formal mediation training.

What You'll Achieve

- Immediate strategies to address conflict when it arises
- Reduced escalation and fewer HR complaints
- Teams that can self-navigate tension without outside intervention
- Culture where conflict is seen as opportunity, not threat
- Preserved relationships and strengthened trust



Jenni Wells

BOOK A DISCOVERY CALL