Conflict Resolution – Skills for Managing Difficult Moments



Recorded Date: April 2, 2025

Speakers: Suzanne Sherkin, Founder and CEO, Highborn Communications

About This Webinar

Conflict is a natural part of workplace dynamics, but when managed effectively, it can lead to growth and stronger team collaboration. Equip yourself with the tools to turn conflicts into opportunities for understanding and progress.

Join us on April 2 at 9:00 AM Pacific Time for the webinar, Mastering Conflict Resolution for a Collaborative Workplace, featuring Suzanne Sherkin, Founder and CEO of Highborn Communications. With over 20 years of experience in mediation and conflict coaching, Suzanne brings valuable insights into building harmonious teams through effective communication and conflict resolution.

What You'll Learn:

1. Understanding Conflict Dynamics: Recognize the root causes of workplace conflicts and address them constructively.
2. Effective Communication Strategies: Learn proven techniques to foster open and productive dialogue within your team.
3. Practical Conflict Resolution Skills: Gain tools to manage and resolve disputes, creating a more collaborative workplace culture.

This session is an invaluable resource for anyone seeking to improve workplace relationships and team cohesion.

About the Speaker

Suzanne Sherkin is a respected mediator, conflict coach, and communication expert with over two decades of experience helping individuals and teams improve their interactions. As the Founder and CEO of Highborn Communications, Suzanne has worked with organizations across industries to foster understanding and resolve workplace conflicts effectively.

Her practical approach and deep expertise empower professionals to navigate

challenging situations and build healthier, more collaborative workplace environments.

What’s Included

1. **Expert Insights:** Learn from Suzanne Sherkin, a seasoned mediator and conflict resolution specialist.
2. **Key Learning Points:**
    1. Strategies to identify and address the underlying causes of workplace conflicts.
    2. Communication techniques to enhance team interactions and prevent misunderstandings.
    3. Practical tools to resolve disputes and foster collaboration in your workplace.
3. **Actionable Tools**: Practical steps you can immediately implement to improve team dynamics.
4. **Live Q&A Session:** Ask Suzanne your specific questions about conflict resolution and communication.
5. **Supporting Resources:** Access materials to continue developing your conflict management skills.

Who Needs To Be There?

1. HR Managers
2. Team Leaders
3. Employee Relations Specialists
4. Workplace Wellness Coordinators
5. Operations Managers
6. Organizational Development Professionals
7. Business Owners
8. Compliance Officers
9. Anyone involved in fostering team collaboration and workplace harmony