



From Tension to Transformation:

Elevating Leadership Through Restorative Conflict Practices

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Why Conflict Matters

- Conflict is a normal part of professional and personal life.
- Poorly managed conflict = tension, low morale, wasted time.
- Well-managed conflict = stronger relationships, better solutions.
- Conflict isn't confrontation—it's conversation waiting to happen.

Common Conflict Myths

- ✘ Conflict should be avoided.
- ✘ Resolution means someone has to lose.
- ✘ Strong leaders don't face conflict.
- ☑ Truth: Healthy conflict fosters growth, creativity, and trust.

Types of Conflict

Task Conflict – What's being done.

Process Conflict – How it's being done.

Relationship Conflict – Emotions, values, personal differences.

Note: Task and process conflict can be productive; relationship conflict needs care.

Conflict Resolution Approaches

Avoiding – Walking away.

Accommodating – Giving in to preserve harmony.

Compromising – Finding middle ground.

Competing – Asserting your position strongly.

Collaborating – Seeking win-win outcomes.

Core Tools and Skills

Active Listening – Hear what's really being said.

Reframing – Shift from Me vs. You to Us vs. The Problem.

Emotional Regulation – Manage tone, body language, triggers.

Interest-Based Questions – Ask: What's most important to you?

Structured Models – DESC Script, negotiation frameworks.

Practical Model: DESC Script

- D – Describe the situation.
- E – Express how it affects you.
- S – Specify what you want.
- C – Consequences (positive/negative).

Example: During meetings (D), interruptions occur (E). I'd like ground rules (S), so all feel heard (C).

The Human Side of Conflict

Self-awareness reduces escalation.
Empathy builds trust and understanding.
Psychological safety allows open dialogue.
Leaders set the tone for healthy conflict.

From Tension to Transformation

Ascend – Rise above fear of conflict.

Transform – Turn disagreements into growth opportunities.

Your World – Strengthen relationships, teamwork, leadership impact.

Key Takeaways

Conflict is not a threat—it's a catalyst.
Tools like listening, reframing, and DESC empower resolution.
Collaboration is the most sustainable approach.
Conflict can transform teams, leaders, and outcomes.

Call to Action

Pause before reacting.
Listen to understand.
Frame conflict as opportunity.
Lead by example.

Questions & Reflections



Conflict doesn't break
connection—it can build it
stronger.