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WHA Health Care Leadership Academy Attendees Gain Insights on Navigating Conflict and Managing Difficult Conversations

In an April 12 virtual learning session, the 2022 WHA Health Care Leadership Academy cohort received instruction and guidance on how to effectively manage conflict and conduct challenging conversations.

Breakout Discussion #1



Consider the state of conflict in your workplace:

- Where is your work team/organization on the conflict continuum, i.e., where are you seeing artificial harmony, destructive conflict behaviors, and/or positive/constructive conflict behaviors?
- What are some of the primary drivers of conflict in your work environment?
- What do you notice about how you personally handle conflict when you encounter it?



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University of Wisconsin School of Business Center for Professional & Executive Development instructor Tracy Nelson guided the group through a series of self-reflective activities and offered tools and strategies to better handle challenging workplace situations.

One of the tools Nelson explored with participants was the Thomas-Kilmann Conflict Inventory. The group completed this assessment prior to the learning session and were presented with their individual results, which detailed each attendee's natural tendencies and approach to handling conflict.

Contact WHA Vice President of Education and Marketing [Leigh Ann Larson](#) to learn more about the WHA Health Care Leadership Academy, including how to participate in the 2023 program.