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| ABOUT  HOWARD M. GUTTMAN  Howard M. Guttman is principal of [Guttman Development Strategies, Inc. (GDS)](https://www.guttmandev.com/), a Mount Arlington, NJ-based management consulting firm founded in 1989 and specializing in building horizontal, high-performance teams: strategic and organizational alignment; leadership coaching; and leadership development.  Mr. Guttman’s corporate experience includes Johnson & Johnson; Keurig Dr. Pepper; L’Oréal USA; Maersk; Pfizer: LTD; and Walmart.  Mr. Guttman is the author of [*Great Business Teams: Cracking the Code for Standout Performance*](https://www.amazon.com/Great-Business-Teams-Cracking-Performance-ebook/dp/B001LGARZU/ref=sr_1_1?crid=39PSFZKF2ZE0W&keywords=Great+Business+Teams%3A+Cracking+the+Code+for+Standout+Performance&qid=1701808827&sprefix=great+business+teams+cracking+the+code+for+standout+performance%2Caps%2C99&sr=8-1) (John Wiley); [*When Goliaths Clash: Managing Executive Conflict to Build a More Dynamic Organization*](https://www.amazon.com/When-Goliaths-Clash-Executive-Organization-ebook/dp/B09V95TQRL/ref=sr_1_1?crid=1O5ZFY8MTJLGB&keywords=When+Goliaths+Clash%3A+Managing+Executive+Conflict+to+Build+a+More+Dynamic+Organization&qid=1701808875&sprefix=when+goliaths+clash+managing+executive+conflict+to+build+a+more+dynamic+organization+%2Caps%2C81&sr=8-1) (AMACOM/Mt. Arlington Business Press); and [*Coach Yourself to Win: 7 Steps to Breakthrough Performance on the Job and in Your Life*](https://www.amazon.com/Coach-Yourself-Win-Breakthrough-Performance-ebook/dp/B0045Y1KII/ref=sr_1_1?crid=1GYAHM0JPCLVZ&keywords=coach+yourself+to+win+howard+guttman&qid=1701808933&sprefix=coach+yourself+to+win+howard+guttman%2Caps%2C71&sr=8-1) (McGraw Hill). |





LEADERCAMP

THE ART AND DISCIPLINE OF MANAGING CONFLICT SERIES   
ON CONFLICT MANAGEMENT

WITH

HOWARD M. GUTTMAN

FEBRUARY 13, 2024

In today’s organizations, most work gets done by cross-functional teams, many of which work virtually and across different cultures and time zones. Breakdowns are common, leading organizations to clash more passionately with themselves than with competitors. A new set of conflict management skills is required to turn conflict into healthy disagreement and resolution.

In this third and final Leadercamp in a three-part series on *The Art and Discipline of Managing Conflict*, renowned author and respected management consultant, Howard M. Guttman, will focus on Conflict Management, the third foundational element for effective conflict management.

Based on his 30+ years of consulting experience, Howard presents powerful insights for choosing the right options for effectively dealing with conflict, whether one-on-one or in teams, for having those difficult conversations enabling you to successfully “land the plane” without destroying relationships, and for understanding the cornerstone behaviors and approaches that eliminate the “noise” to keep the focus on tasks and results.

PARTICIPANTS WILL

* Zero in on the causes of conflict in today’s organizations
* Overview best practices for conflict management, including how to have potentially uncomfortable, contentious conversations in a depersonalized, neutral way to reach resolution without win/lose game-playing.
* Discuss the pros and cons of the four options for dealing with conflict.
* Outline the core conflict management skills that will “clear the air” and power up both you and your team’s engagement and performance.

PREPARING FOR   
THE LEADERCAMP

The Leadercamp Guide can be used as a tool for facilitators and participants to get the most out of a Leadercamp experience. It includes an overview of what will be covered in the Leadercamp, information about the presenter, and suggestions for different ways you and your team can learn together or individually. Each guide concludes with application and reflection prompts to apply what you've learned.

## About This Guide

This guide will help you prepare for and facilitate the program ***THE ART AND DISCIPLINE OF MANAGING CONFLICT SERIES ON CONFLICT MANAGEMENT***. The purpose of this guide is to help you generate a dialogue among participants and apply key concepts from the presentation to your own learning objectives. The guide can be leveraged effectively for both large and small groups.

## The Audience

This program is for executives, managers, supervisors, and line staff. Ideally, the materials should be presented in a group setting, where the responses of others can be discussed and shared.

## Watch As a Team

Prior to the Leadercamp, Zoom links are set up in Percipio. To host the Leadercamp for your team with Zoom, clink on the Zoom link for the Leadercamp so that it's ready to start on your screen. Then start a Zoom meeting, share your screen, and when you get asked what you want to share, choose the browser window with the Leadercamp ready to play. Select **Share** and enjoy! Be sure to contribute to the discussion in the chat feature.

## For Individual Viewers

Watching alone this time? No problem. Click on the Zoom link in Percipio for the Leadercamp and begin watching. Get the most out of the event by participating in the conversation via the chat feature and by taking notes. And don’t forget to ask any questions you may have during the Q&A session.

APPLY WHAT   
YOU’VE LEARNED

Answer these questions to reflect on the Leadercamp and reinforce the ideas, practices, and strategies you’ve learned.

1. What are some challenges you currently face when trying to manage conflict yourself?
2. What steps will you now to take to advance your agenda without damaging your relationships?
3. Who could you ‘tell’ or share this with? Who would care and/or benefit the most?
4. What are some practices from this Leadercamp you can apply in your own quest to manage conflict, set boundaries, and establish accountabilities?
5. What lesson will you apply from this Leadercamp? And how will you apply what you’ve learned?
6. What’s one thing the Leadercamp inspired you to do differently moving forward?