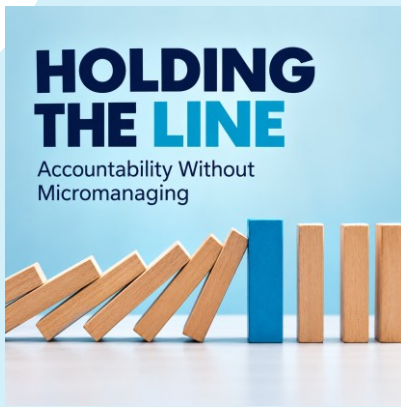




Format:
**Webinar, Keynote, or
Workshop**

Duration:
60–180 Minutes



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Holding the Line: Accountability & Conflict

Session Overview

This session equips participants with the skills to uphold expectations and maintain accountability even when conversations become tense.

Participants will learn how to hold others accountable in a way that is firm, fair, and constructive. They'll practice recognizing and anticipating their own triggers, so they can stay grounded when pressure rises. Focusing on the use of emotional regulation and intentional language (or what I call "HR Talk"), participants will learn to keep the conversation productive. Finally, they'll flex into different conflict modes so they can choose the approach that best fits the moment.

Session Highlights

After this session, participants will be able to:

- Hold others accountable with clear and realistic expectations, regular feedback, and follow through
- Employ consequences, as applicable
- Anticipate their triggers and respond instead of react to conflict
- Flex to one of five conflict modes: competing, collaborating, compromising, avoiding or accommodating