

Difficult Conversations and Conflict



Session Overview

Difficult conversations are a vital part of leadership. Whether addressing performance, offering feedback, or navigating interpersonal tension, these moments shape trust and clarity in relationships. In this session, participants build on the SBI (Situation-Behavior-Impact) model and explore how to apply it in sensitive, high-stakes conversations with individuals. Practical tools are provided to approach these moments with confidence, empathy, and purpose.

What Participants Will Gain

- A deeper understanding of how emotional intelligence supports conflict resolution and feedback
- A structured approach to navigating difficult conversations using the SBI model
- Strategies to de-escalate tension and foster productive dialogue in individual settings
- Insights into behavioral tendencies and how they impact communication under stress
- Opportunities to reflect on past interactions and practice new approaches in a safe environment

Duration Options : 60 minutes, 2 hours, or half day.

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