PROFESSIONAL DEVELOPMENT TRAINING

09 884 0762

REQUEST QUOTE

0.5 DAY COURSE

AI in Leadership: Resolving Conflict in Your Team

Conflict is inevitable in any team - but how leaders handle it can make the difference between division and growth. In the era of artificial intelligence, leaders have powerful new tools at their disposal to better understand conflict dynamics, navigate difficult conversations, and create more collaborative team environments.

Using AI in Leadership: Resolving Conflict in Your Team **equips leaders with practical knowledge of how to use AI tools - particularly large language models like ChatGPT (REACH LX) to support the resolution of interpersonal and team conflict. From understanding conflict styles to crafting better communication strategies, this course offers a modern, human-centered approach to conflict resolution enhanced by AI.**

You'll learn how to prompt AI effectively, analyse team dynamics, prepare for critical conversations, and model calm, confident leadership when tensions run high.

This course is ideal for team leaders, managers, HR professionals, and executives looking to strengthen team cohesion using innovative, tech-enhanced strategies.

****Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

What You'll Gain:

In today's fast-paced, high-stakes workplace, conflict is not just unavoidable - it's often a sign that something needs attention, alignment, or change. Great leaders don't avoid conflict; they engage with it skillfully and constructively.

This course was designed to give you the edge.

Using AI in Leadership: Resolving Conflict in Your Team is a forward-thinking program that merges timeless leadership skills with the cutting-edge capabilities of artificial intelligence. You'll learn not only how to recognise and address conflict early but also how to use AI tools like ChatGPT (REACH LX) to help you prepare, reflect, and respond with greater insight and confidence.

Whether you're dealing with performance issues, personality clashes, or misunderstandings in communication, AI can act as your thinking partner - offering fresh perspectives and helping you craft thoughtful responses.

This course is about elevating your leadership, not replacing it. It's about using AI to enhance your human intelligence - not substitute it. Let’s get started.

Outcomes

After Completing this course you will know how to:

- Leverage AI for Insight and Perspective
- Use Prompts to Prepare for Critical Conversations
- Enhance Communication Through AI Collaboration
- Model Emotionally Intelligent Leadership
- Lead with Clairty and Fairness in the AI Era

Modules

Lesson 1: Understanding Conflict in the Workplace

- Cost of Unresolved Conflict
- Identifying Your Conflict Style and How it Affects Your Team
- The Leader's Role in Resolution and Emotional Tone-Setting

Lesson 2: Introduction to AI and Conflict Resolution

- What Leaders Need to Know about AI and Large Language Models (LLMs)
- How AI can act as a Thinking Partner in Emotionally Complex Situations
- Ethical Considerations: Privacy, Sensitivity and Responsible AI use in HR Contexts
- Demonstration: How AI can Analyse a Conflict Scenario and Suggest Responses

Lesson 3: The Art of Prompting for Conflict Resolution

- How to Write Prompts that Help Clarify Conflict Dynamics
- Using AI to Brainstorm Resolution Strategies and Response Options
- Simulating Difficult Conversations Using ChatGPT (REACH LX)

Lesson 4: Communicating with Empathy, Clarity and Authority

- Developing Eomtionally Intelligent Communication Strategies
- Using AI to fine-tune Tone, Empathy and Carlity in Written and Verbal Communication
- AI assisted Conversation Planning

Talk to our expert team

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