

Mastering Communication and Conflict Resolution

A Comprehensive Guide
for Women Leaders

with
Aparna Bavle

CCWomen Summit, Austin
Jan 23, 2024



STRENGTHS ASSESSMENT WORKSHEET

"Success is achieved by developing our strengths, not by eliminating our weaknesses." - Marilyn vos Savant

#1. What are your top 3 skills that have benefitted your team/company?

#2. What are your top 3 personal attributes that you are most proud of?

#3. What are 3 things that differentiate you from the competition?

STRENGTHS ASSESSMENT WORKSHEET

#4. How will people closest to you describe you in 3 words?

#5. What are the top 3 common pieces of positive feedback you have received?

#6. How are your strengths showing up at work?

STRENGTHS ASSESSMENT WORKSHEET

#7. What is the one thing you can do at work to maximize your strengths?

#8. What are the 3 things you most dislike to do at work?

#9. What are the top 3 common pieces of critical feedback you have received?

STRENGTHS ASSESSMENT WORKSHEET

#10. What are 3 things that trigger conflict in you?

#11. How do you operate when in conflict?

#12. What support do you need to manage your weaknesses and conflicts?

COMMUNICATION ASSESSMENT TOOL

"Communication is a skill that you can learn. It's like riding a bicycle or typing. If you're willing to work at it, you can rapidly improve the quality of every part of your life." - Brian Tracy



Discover your communication style with this FREE Assessment Tool.

<https://aparnabavle.com/resources/main>

This is the exact tool I've personally used to elevate my managerial skills and coach new managers into confident leaders - without stress and overwhelm.

Get this tool now to -

- Identify your communication style, strengths, and areas of improvement
- Recognize patterns and resolve conflicts to create a harmonious work environment
- Become a confident communicator, without worrying about your effectiveness

FEEDBACK WORKSHEET

SITUATION

Describe the situation. What? When? Who? Be as specific as possible.

TASK

What was expected in relation to work, skills, and behavior?

ACTION

What actions were taken? How did their actions meet or fall short of expectations? Ensure this is specific and detailed

RESULT

What was the outcome or impact of their actions? Identify the result of the action and make sure the recipient understands what they did right or wrong. Don't assume they already know.

CONFLICT MANAGEMENT WORKSHEET

#1. IDENTIFY THE CONFLICT

- *Describe the conflict so everyone has a shared understanding of the situation.*
- *What are the key issues or points of disagreement?*

#2. IDENTIFY INVOLVED PARTIES

- *List the individuals or groups involved in the conflict.*

#3. IDENTIFY INTERESTS

- *For each party, identify their underlying interests and needs related to the conflict. Consider both personal and professional aspects.*
- *What are the motivations behind their positions?*

CONFLICT MANAGEMENT WORKSHEET

#4. BRAINSTORM SOLUTIONS

- *Brainstorm potential solutions that could address the interests of all parties.*
- *Encourage creative and mutually beneficial ideas.*

#5. PRESERVE RELATIONSHIPS

- *Reflect on the importance of maintaining positive relationships.*
- *How can the resolution contribute to relationship improvement?*

#6. EVALUATE & SELECT

- *Assess the proposed solutions based on their ability to meet the interests of all parties.*
- *Choose options that create value for everyone involved.*

CONFLICT MANAGEMENT WORKSHEET

#7. MAKE A PLAN

- *Outline the steps for implementing the chosen solutions.*
- *Clarify responsibilities and timelines.*

#8. REVIEW & ADJUST

- *Establish a timeline for reviewing the effectiveness of the resolution.*
- *Plan for any necessary adjustments or follow-up discussions.*

#9. REFLECT

- *Reflect on the conflict resolution process.*
- *What lessons have been learned, and how can they be applied in the future?*

C-A-P-E TOOL

C: Consider the worst-case scenario.

A: Address and plan for handling the worst-case.

P: Picture the best-case scenario for building optimism.

E: Evaluate the most likely scenario, finding a balance between the extremes.



What Is The Best Case Scenario?

Does this inspire optimism within you?

What Is The Most Likely Scenario?

What do you need to do to handle this?

What Is The Worst Case Scenario?

Address and plan for handling the worst-case.

HOW I CAN HELP YOU

I offer 1-on-1 Coaching, Team Workshops, and self-paced on-demand Digital Courses. Check out the details below.

1-ON-1 COACHING

- **Personalized Growth:** Coaching that's tailored to individual needs and goals.
- **Increased Self-Awareness:** Understand your strengths, areas for improvement and leadership patterns.
- **Practical Tools and Resources:** Access to tools, frameworks, and resources for ongoing development.
- **Accountability and Progress:** A structured approach to setting and achieving goals, with consistent accountability to stay on track.
- **Confidence and Support:** A supportive environment to address challenges and boost confidence.
- **Career Advancement:** Guidance on navigating career opportunities to advance professional journey.



<https://aparnabavle.com/1-on-1-coaching>

WORKSHOPS FOR TEAMS

#1. Communication and Feedback

Key Takeaways

- Enhanced communication skills
- Ability to provide and receive feedback in a constructive manner
- Improved team collaboration and trust

#2. Effective Task Prioritization

Key Takeaways

- Prioritization skills to manage workloads efficiently
- Improved time management
- Adaptability to allow for change

#3. Conflict Management and Difficult Conversations

Key Takeaways

- Conflict resolution skills
- Confidence in having challenging conversations
- A culture of direct and open communication



<https://aparnabavle.com/workshops>

MASTERING COMMUNICATION AND FEEDBACK - SELF-PACED, DIGITAL COURSE

1. Recognize the **importance** of effective communication and the **impact** it can have on your credibility.
2. Master **4 tips for active listening**. Learn ways to interpret non-verbal cues and enhance your ability to connect.
3. Create a **personalized 3-way communication strategy** to get the desired results.
4. Adopt the **S-T-I-P-H principles of effective feedback** to ensure it is meaningful, actionable, and growth-oriented.
5. Use a **4-step process** to gain the confidence to provide positive and constructive feedback using the **STAR model** as a framework that inspires action.
6. Discover **strategies** to build a culture where team members actively **give, seek, and receive** feedback.

Complete the entire course in just 1 hour - with 6 video modules, learning at your own pace. Plus get a downloadable Worksheet and Guide.



<https://aparnabavle.com/communication-feedback/main>

WHAT MY CLIENTS HAVE TO SAY

- “I have been able to take the tools I learned from this workshop and apply them when handling conflict in the workplace and in my personal life as well.”
- “I struggled with time management and prioritization before working with Aparna. Her workshop helped me during my transition from a task-oriented mindset into a more strategic role.”
- “Attending this workshop gave me the proper tools for delivering feedback in the most effective way. It was presented in a simple manner that is easy to remember and we were given a safe space to ask questions.”
- “I did not know that there was a certain way to give feedback so learning about what needs to happen before and after was very eye-opening.”
- “The session was incredibly well-organized, allowing us to cover a substantial amount in the given time.”
- “We gained tremendous value from just one workshop with her.”

CONTACT ME

- **Email:** hello@aparnabavle.com
- **Cell:** 650-996-1349
- **Website:** <https://www.aparnabavle.com/>
- **Digital Course:** <https://aparnabavle.com/communication-feedback/main>
- **Workshops:** <https://aparnabavle.com/workshops>
- **1-on-1 Coaching:** <https://aparnabavle.com/1-on-1-coaching>
- **LinkedIn:** <https://www.linkedin.com/in/aparnabavle/>
- **Facebook:** <https://www.facebook.com/aparnabavlecoach/>