

Conflict management Strategies

Managing conflict. Empowering people.



Carol Bowser, JD

is a dynamic, engaging presenter who empowers people to become better communicators, problem solvers and team players.

Clients Include:

Port of Tacoma • Western Towboats
Microsoft • University of Washington
Skagit Valley Hospital • Port of Seattle
NHRMA • Various SHRM's • Pacific
Lutheran University • Hoh Tribe
King County Library System
Sound Transit

We offer hourly rates, half day and full day with discounts for multiple bookings.

We do offer discounted rates for non-profit, government and some membership organizations.

Please inquire about these rate if you think your organization may qualify.

Covid Support

All of our services are available virtually

Training to help you adapt to a Covid world.

We created these new presentations to help teams overcome the challenges of a Covid impacted workplace.



How to Comeback Together When We Come Back Together

Tips for Lessening Anxiety, Conflict, & Bad Juju

Same, Same, But Different

How to Spot and Address Conflict on Virtual and Remote Teams

You Can't Control the Waves, But You Can Learn to Surf

An Emotional Support Toolkit for Leaders

Need something special?

Trying to meet multiple training goals? Tell us what you need. We create custom trainings.



How to Comeback Together When We Come Back Together

Tips for Lessening Anxiety, Conflict, & Bad Juju

People and workplaces are experiencing huge changes. Remote work. Furloughs. Terminations. Pivoting because of necessity or opportunity. It can feel like whiplash for employees. Some things that we likely have taken for granted such as who, what, where, when and how are shifting. Human Resources and managers can help themselves and the staff reintegrate the people back into the workplace.

This is not about how to be CDC compliant. This is about helping the people redefine the goals, roles, guidelines, and ground rules for the workplace as it continues to transform.

Also available virtually!

Same, Same, But Different

How to Spot and Address Conflict on Virtual and Remote Teams

2020 was quite a year. Many workplaces have pivoted to teams working from home or redesigning how work is done. It can all feel new and overwhelming. The good news is there are elements that remain the same whether teams are co-located, virtual, or a combination of both. There are also differences that those who lead teams should be aware of and address.

Participants will learn:

- The elements that stay the same regardless of the working environment
- The characteristics that differentiate a remote or virtual workforce from the traditional office-based workforce
- How to recognize and respond to tension and conflict in a virtual environment

Also available virtually!

You Can't Control the Waves, But You Can Learn to Surf

An Emotional Support Toolkit for Leaders

Being a manager has its highs and lows. Being a manager during COVID is a different beast! More things to be concerned about, asking more of our teams, asking more of ourselves. We knew it would be intense. We hoped it wouldn't last long. But reality is that this is a long haul. There are things we just cannot control. To quote Jon Kabat-Zinn, "You can't control the waves, but you can learn to surf." The surfing here is trying to acknowledge the emotional toll that COVID-19 or any long-term challenge present. Not to be overcome, pummeled, and drowned by a force of nature over which we have no control.

Participants will learn:

- The importance of emotional resilience
- To recognize symptoms of burnout
- To reframe outlook/conversation from how do we recover? to How will we be changed (positively) by COVID?
- To implement instances of 'micro-recoveries' and 'in-between' moments
- To share a positive experience with colleagues and enjoy moments of reprieve.

Also available virtually!

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Let's talk about which topic - or topics - will have the biggest positive impact in your workplace.

For more information and detailed descriptions of our presentations please visit our website.