



Conflict Resolution in Teamwork: Strategies for Effective Communication

Webinar Bonus

These curated resources are designed to complement the conflict resolution webinar by reinforcing key concepts, introducing practical tools, and supporting skill development for academic and professional collaboration.

Articles, Tools & Videos

5 Strategies for Conflict Resolution in the Workplace – Catherine Cote (Harvard Business School Online)

Outlines five evidence-based conflict-resolution strategies and explains when each is most effective in team and workplace settings. <https://online.hbs.edu/blog/post/strategies-for-conflict-resolution-in-the-workplace>

Conflict Management: Styles, Strategies, and Best Practices – peopleHum

Provides an overview of common conflict management styles and practical communication techniques to improve collaboration. <https://www.peoplehum.com/glossary/conflict-management>

Emotional Intelligence & Conflict Resolution – Louise Woffindin (CPD Online)

Explores how emotional intelligence skills such as self-awareness, empathy, and emotional regulation influence conflict outcomes. <https://cpdonline.co.uk/knowledge-base/mental-health/emotional-intelligence-conflict-resolution>

Conflict in the Work Environment – Pressbooks (Introduction to Professional Communication)

Examines conflict as a natural part of professional interaction and presents strategies for addressing differences constructively. <https://pressbooks.openeducationalberta.ca/introprocomm/chapter/14-5-conflict-in-the-work-environment/>

Active Listening for Conflict Resolution – Conflict Resolution Training

Highlights active listening as a core communication skill for reducing misunderstanding and de-escalating conflict. <https://conflict-resolution-training.com/blog/active-listening/>

Conflict Management Style Test – 123test.com

A brief self-assessment based on the Thomas–Kilmann model that helps identify personal conflict styles and areas for growth. <https://www.123test.com/conflict-management-style-test/>

14 Effective Conflict Resolution Techniques – YouTube Introduces multiple conflict-resolution strategies with clear, real-life examples applicable to everyday situations. <https://www.youtube.com/watch?v=v4sby5j4dTY>

A Fresh Approach to Resolving Conflicts – TED Talk (Darya Shaikh)

Encourages a mindset shift by framing conflict as an opportunity for understanding, growth, and connection. https://www.ted.com/talks/darya_shaikh_a_fresh_approach_to_resolving_conflicts