

Managing conflict, disagreements, and differences

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Description

Rarely do we wake up thinking, “Today is the day I want to address that lingering tension with my colleague.” Or, “I really want to understand the perspective of someone I strongly disagree with.” Managing conflict isn’t something most people look forward to, but it is one of the most vital and transformative skills a leader (or human) can develop.

This course explores where conflict comes from, why it persists, and how it can be managed rather than avoided. You’ll examine how identity, trust, culture, and cognition shape the way we experience disagreement. Why do smart people see the same event so differently? What stops us from repairing trust, even when we want to? And how can we engage productively with people we disagree with without compromising our own values?

With better conflict management comes something surprising: not just resolution, but appreciation. When we stop being threatened by difference, we start learning from it. Conflict becomes not a barrier to progress, but a gateway to insight, into others, and ourselves. That’s essential for anyone working in today’s diverse, interdependent world.

Format

This is a highly interactive course, designed to be as engaging and experiential as it is rigorous. You’ll participate in simulations, personal assessments, case discussions, and structured reflections. You’ll receive individualized feedback during small group meetings to help you identify your own conflict styles and hold-ups. The course is deliberately designed to feel like a workshop: a comfortable place to build fluency with the vital—but sometimes uncomfortable—task of managing conflict and navigating interpersonal differences.

Learning outcomes

You’ll develop the ability to recognize the psychological and emotional traps that escalate or prolong conflict, improve your capacity to listen and to be listened to. You will learn how to step mediate tensions among others in ways that preserve trust and credibility. You’ll also build the skills to form and sustain coalitions, and to navigate collective action problems where cooperation benefits everyone but no one wants to go first.