

**Cortex Leadership Consulting**



## **Supervisor Workshop**

**Three Part Series**

### **Session 2**



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## Yokohama Tire Manufacturing Supervisors: Three Part Series, Session Two – Conflict Mastery and De-Escalation

Facilitator: Cortex Leadership

Audience: Supervisors Yokohama Tire Manufacturing

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### Executive Summary

This session is structured to build on previous progress and to enhance both personal and team skills in conflict management and effective communication. The key areas of focus include reviewing past achievements, assessing current challenges, and equipping participants with practical tools for improved interaction. Effective conflict mastery isn't about eliminating disagreements—it's about transforming them into opportunities for stronger relationships, improved team dynamics, and better decision-making. By mastering de-escalation and communication techniques, you'll be equipped to navigate challenges with confidence, clarity, and emotional intelligence.

### Agenda

- Report SMART Goals from Session 1
- Discuss Next Steps on Skills Improvement
- Discussion – Conflict Assessment Results
- Managing the anxiety of Conflict
- The 5 Levels of Listening
- Listening Exercises
- Practicing Open-Ended Questions
- Next Steps

