




# Executive Summary: Q1 Yokohama Leadership Workshop

## De-escalation & Conflict Resolution for Senior Leaders

### Workshop Overview

 February 2025

 4 Hours

 Facilitator: Cortex Leadership

First session of the 2025 Yokohama Leadership Series by Cortex focusing on equipping senior leaders with essential conflict resolution skills through interactive coaching and scenario-based learning.

### Assessment & Analysis

- Complete Cortex Conflict Tolerance Assessment
- Connect DISC behavioral profiles with Conflict Tolerance results
- Understand individual and team dynamics in conflict situations

### Skill Development Focus

- De-escalation techniques for high-stakes conversations
- Enhanced listening and questioning skills
- Real-time conflict resolution through scenario practice
- Leading difficult conversations with emotional intelligence

# Workshop Experience: What to Expect

A comprehensive journey through conflict resolution and leadership development, incorporating assessments, practical techniques, and real-world application.

1

## Foundation & Self-Assessment

Begin with **Conflict Tolerance Assessment analysis** and **DISC Profile Integration** to understand your conflict management style. Explore personal triggers and behavioral preferences that impact your leadership approach.

2

## De-escalation & Emotional Intelligence

Master the **Pause & Breathe framework** and anxiety-reducing techniques. Practice emotional regulation strategies through small-group discussions and interactive exercises focused on **managing strong emotions in leadership roles**.

3

## Advanced Communication Skills

Develop mastery of **The 5 Levels of Listening** and **The 3 Levels of Questions**. Engage in practical exercises for active listening and strategic inquiry, enhancing your ability to navigate difficult conversations.

4

## Practical Application & Coaching

Apply learning through **role-playing exercises** and **real-world conflict resolution scenarios**. Practice using the **Cortex Coaching Method** and **VIPE Process** in leadership situations.

5

## Implementation & Ongoing Growth

Create an action plan for applying techniques in your leadership role. Connect with an **accountability partner** and commit to implementing one learned technique in a real-world setting before the next session.

# Expected Outcomes for Leaders

This session provides **practical, immediately applicable conflict resolution strategies** to ensure leaders at Yokohama are equipped to handle challenging conversations with confidence and emotional intelligence.

1

## Understanding Conflict Tolerance

Assess your personal **conflict tolerance level** and its direct impact on leadership effectiveness

2

## DISC Profile Mastery

Learn how **DISC profiles influence conflict resolution styles** to adjust your leadership approach

3

## Emotional Composure

Apply techniques to **remain calm and composed** during high-stakes conversations

4

## Communication Excellence

Utilize enhanced **listening and questioning skills** to drive more productive discussions

5

## Practical Application

Experience growth through **scenario-based role plays and coaching**

6

## Implementation

Put learning into action with **new conflict resolution strategy** in your leadership role