



CONCORDIA CONSULTING
Karen Snyder, MS, CSP, and IAF
TRANSFORMING PEOPLE,
PRODUCTIVITY, AND PROFIT



Channeling Workplace Conflict

As leaders it's our job to successfully manage and mitigate workplace conflict and drama. While it's human nature to want to block it out or shut it down, if leaders do not appropriately address the conflict in their organizations, communication between departments and employees will be unproductive and serious problems will result.

It is important to understand different types of conflict and when it's our job to mitigate, to escalate, or sometimes even to ignore. Certain situations require greater policies, procedures, and perhaps even formal investigation, while others call for an experienced professional to create calm.

Participants will develop skills for working through conflict and improving dynamics at work while channeling disagreement for positive outcomes. After participating in this program, professionals will be able to:

- Recognize that conflict can be an asset and is not always a liability.
- Determine when to solve, escalate, or ignore conflict.
- Help leaders in their organizations address employee issues by channeling conflict.
- Model effective conflict resolution techniques and improve dynamics at work.



Karen Snyder Biography

Karen Snyder has over 30 years of experience as a dynamic consultant, trainer, presenter, and coach. She leverages her expertise in business processes and strategic planning to help C-Suite leaders communicate more effectively, develop synergy, and attain desired results. Karen motivates individuals, teams, and entire corporations through her insightful observations, practical business skills, and direct approach. Her authenticity encourages each member's potential, thereby helping groups work together and value one another.

Karen collaborates directly with training teams and senior executives to create customized training solutions. She views every working relationship as an opportunity to create long-term, systematic progress in the organization and to help every employee become their best selves.

Karen is a vibrant speaker tackling current topics and creating fresh-focused, interactive presentations and training solutions for employees, managers, and senior leaders. Each program is tailored to the organization's unique needs.

In executive coaching sessions, Karen assists CEOs and senior level professionals develop synergy and move their organizations to the next level. In group coaching sessions, she helps everyone in the organization work together effectively.

Karen is an International Coaching Federation certified coach, a Certified Speaking Professional (CSP), a Certified Facilitator, and a certified diversity and inclusion specialist. She is well-versed in a variety of instruments, including the MBTI, EQ2, 360s, and TKI. Karen has additional training in type and team building, coaching, career development, conflict management, leadership development, and supervisory and management skills.

Karen is an active member of the National Speakers Association, and is a past president of the NSA-DC chapter. She holds a master's degree in organizational development from Johns Hopkins University, and an undergraduate degree in industrial psychology from the University of Virginia.