

When **Conflict** Meets Leadership, You Need an Edge.

As a GP partner, practice manager, or PCN manager, you navigate clinical care, run operations, and lead teams — often all at once. This session gives you the practical tools to handle conflict before it costs you.

CPD APPLICABLE

ONLINE

INTERACTIVE

90%

of conflict is predictable — and preventable

55%

of communication is body language alone

4:1

positive-to-challenge ratio for a high-trust team

5

stages of conflict — intervene early or pay later

Most conflict doesn't explode out of nowhere. It **simmers** — latent, then perceived, then felt. By the time it's manifest, you're already in damage-control mode.

This session is built for the reality of primary care: demanding patients, pressured teams, challenging partner dynamics, and the operational load carried by practice and PCN managers. You'll leave with frameworks you can use **the very next day.**

“““

The problem with communication is the illusion that it has been accomplished.

— GEORGE BERNARD SHAW

THREE CORE FOCUS AREAS

01

Patient Management

- De-escalate charged situations fast
- Avoid the 'escalation trap' that rewards bad behaviour
- Manage expectations without confrontation
- Stay compassionate — and keep your boundaries

02

Staff & Team Dynamics

- Navigate performance conversations with confidence
- Break cycles of negativity bias in your team
- Build a 4:1 feedback culture that prevents escalation
- Handle difficult conversations before they go formal

03

Partner & Manager Relations

- Disagree on finance, clinical direction & roles — productively
- Use 'I statements' to de-charge tense conversations
- Create norms that stop resentment building across all roles
- Resolve disagreements before they threaten the relationship

What You'll Walk Away With

- ✓ **The 5-Stage Conflict Map**
Spot conflict early and step in before it escalates
- ✓ **Control vs. Chaos Clarity**
Know what's yours to change — and what to release
- ✓ **Body Language & Tone Mastery**
55% body language, 38% tone — learn to use both
- ✓ **De-escalation Language**
Proven phrases and techniques that calm, not inflame
- ✓ **Emotionally Courageous Conversations**
A framework for the talk you've been putting off
- ✓ **Reduced Stress, Stronger Practice**
Better conflict skills = more resilient leadership