COURSE SYLLABUS

The Art of Productive Disagreement: Practical Tools for Better Outcomes Course

This course builds the skills to navigate workplace conflict with confidence using a practical, proven framework, helping you turn everyday disagreements into productive conversations that strengthen collaboration and improve outcomes.

Group classes (Live Online) and onsite training are available for this course. For more information, email corporate@nobledesktop.com or visit: https://www.nobledesktop.com/classes/the-art-of-productive-disagreement



hello@nobledesktop.com • (212) 226-4149

Course Outline

Day 1: Conflict Overview and the SHAPE Approach

- Conflict: What it is and why it can be difficult to navigate.
- Reactions and personal approaches to conflict.
- Communication and conflict styles, and how individual approaches affect others.
- The neuroscience of conflict, including how the brain assesses risk and reward.
- The role emotions play in workplace interactions.
- Introduction to the SHAPE Model for Productive Disagreement.
- Tips, techniques, and practice: Hearing and acknowledging.
- Tips, techniques, and practice: Asking questions and showing understanding.

Day 2: The SHAPE Approach Continues

- Tips, techniques, and practice: Partnering to explore solutions.
- Tips, techniques, and practice: Evaluating and evolving.
- Using artificial intelligence to support conflict resolution.
- Practice: Putting it all together through a full simulation and debrief.
- Ongoing skills development and next steps.