



LIANE DAVEY

THE GOOD FIGHT: HOW TO USE PRODUCTIVE CONFLICT TO GET YOUR TEAM BACK ON TRACK

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In today's fiercely competitive business landscape, success hinges not only on making tough decisions but also on navigating conflicts effectively. Despite investments in conflict training, productive conflict remains rare because it demands more than just skills—it requires the right mindset and processes.

Led by conflict expert Liane Davey, this executive session will equip leaders with essential tools and strategies to transform conflict into a catalyst for innovation and growth. Leaders will delve into the costs of unresolved conflict—lost productivity, decreased engagement, and heightened stress—and learn to shift from conflict avoidance to proactive resolution. Embracing productive conflict will foster a culture where diverse viewpoints are valued, emotions are managed, and team cohesion and resilience thrive.

This program will help leaders:

- Identify the costs (in lost productivity, reduced engagement, and heightened stress) of avoiding the difficult issues.
- Reframe people's perception about conflict so that their natural conflict aversion doesn't turn into conflict avoidance or worse, passive-aggressiveness.
- Systematize conflict to neutralize and normalize even the most difficult issues in your business.

Competencies Addressed: Builds Effective Teams, Communicates Effectively, Courage, Manages Conflict, Manages Complexity

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Known as the “teamwork doctor,” Liane Davey knows how to create high performing teams. Having worked with organizations, including Fortune 500 companies, from across the globe helping teams from the frontlines to the boardroom, she has developed a unique perspective on the challenges that teams face — and how to solve them. Her mission is to transform the way people communicate, connect, and contribute, and, using her expertise in strategy and group dynamics, she delivers the perfect combination of education and entertainment that leaders and teams need to make an immediate impact on their organizations.

New York Times best-selling author of *You First: Inspire Your Team to Grow Up, Get Along, and Get Stuff Done*, Liane has worked with a variety of renowned businesses including Amazon, Walmart, TD Bank, RBC, Bayer, KPMG, Aviva, Maple Leaf Foods, and SONY Interactive Entertainment.

She is also a regular contributor to *Harvard Business Review* and is sought after by media outlets, including CNN, NPR, USA Today, The Globe and Mail, and Forbes, for her expertise on increasing productivity, enhancing engagement, developing leaders, and as one client put it, “dealing with the drama!”

Liane has a PhD in Organizational Psychology from the University of Waterloo. She is also a passionate advocate for mental health and currently sits on the Board of Governors for the Psychology Foundation of