



Galen Emanuele Program:

Navigation Conflict or Delivering a 'No' Using the Tools of "Yes, And"

Breakout Session:

Description: One of the biggest challenges that we face in business and as humans is how to effectively deliver a 'no' and navigate conflict. These are amplified in business where taking the wrong approach can destroy engagement, morale, creativity, and even personal reputations. In this session Galen builds upon his keynote by teaching how to successfully navigate the art of delivering a 'no' and navigating conflict, providing a concise set of tools and framework. Franchisees will learn how to take a collaborative, strategic approach that puts the relationship first, focuses on a solution, and feels authentic and supportive without crushing employee and team morale.

Learning objectives:

- Learn how to say no the idea and yes to the person in a collaborative way that encourages engagement.
- Understand how to effectively diffuse and navigate conflict by making others feel listened to and considered while focusing on solutions.
- Collaboratively arrive at no in a way that elicits engagement and doesn't damage morale.