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. It helps 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 onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/the-art-of-productive-disagreement



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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.