Conflict in the workplace is inevitable, from personality clashes to people disagreeing over different points of view. Conflict is also a natural part of leadership and decision making. When resolved quickly with a positive approach, conflict can be an opportunity for growth and better understanding among those involved. Men and women will often approach conflictive situations with differing mindsets about the desired outcomes from the situation, as well as the set of possible solutions that may exist, with women tending to be more emotional, ranging from anger and fear to despair and confusion.

Dr. Audrey Nelson is an internationally recognized trainer, keynote speaker, author and consultant who specializes in gender communication, conflict management, communication skills, and sexual harassment and discrimination. Dr. Nelson holds a B.A., M.A. and Ph.D. in Communications. Her professional background includes 10 years teaching in the Department of Communication at the University of Colorado, Boulder. For 30 years she has trained and consulted for a wide variety of government and Fortune 500 companies in 48 states, Australia, Great Britain, and Canada.