



Keynote | General Session | Half Day

FROM CONFLICT TO COURAGE

In today's fast paced high-pressure world, conflict is inevitable. But here's the truth most leaders miss: Conflict itself isn't the problem—mismanagement is. When leaders avoid, conflict they create bigger problems: eroded trust, disengagement, and costly turnover. Every big conflict in an organization can be traced back to a conversation that should have happened but didn't. In this engaging keynote, Marlene Chism reveals how to turn conflict into a strategic advantage for building confident leaders, collaborative relationships and accountable cultures.

THIS SESSION WILL REVEAL

- Why and how leaders mismanage conflict
- Common leadership behaviors that quietly erode trust
- How inner conflict and identity affect decision making
- Three components necessary for building conflict capacity
- Practical tools based on **From Conflict to Courage** to use immediately

If you're looking for academic theory, a lecture, or another motivational talk about leadership—this isn't it. If you want practical tools, real-world stories, and straight talk about what it means to build courageous leadership, this keynote is for you.





RELEASE RESISTANCE

Working With High Conflict People

Breakout | General Session | Workshop

Guess what every difficult conversation has in common? Resistance. Resistance shows up in a variety of ways, some easy to recognize, such as negativity, complaining or incivility. Some more subtle signs of resistance include resentment, disrespect, or game-playing.

Resistance is a sign that the conversation is not advancing or not going in the right direction. Because it's so difficult to deal with resistance, many leaders avoid conversations, and as a result get trapped in the third layer of resistance.

LEARNING OBJECTIVES

- Identify three layers and four types of resistance.
- Use a magic phrase to test for resistance.
- Apply two distinct methods to coach employees out of resistance
- Redirect non-productive conversations and regain control.

This content rich program offers practical strategies to identify and test for resistance, as well as proven techniques to overcome resistance and move the conversation forward.





THE FULCRUM POINT

The Place Where Change Happens

Breakout | General Session | Workshop

Change doesn't happen when you push harder, think longer, or wait for others to change. Real change happens at a precise moment—the **Fulcrum Point of Change**

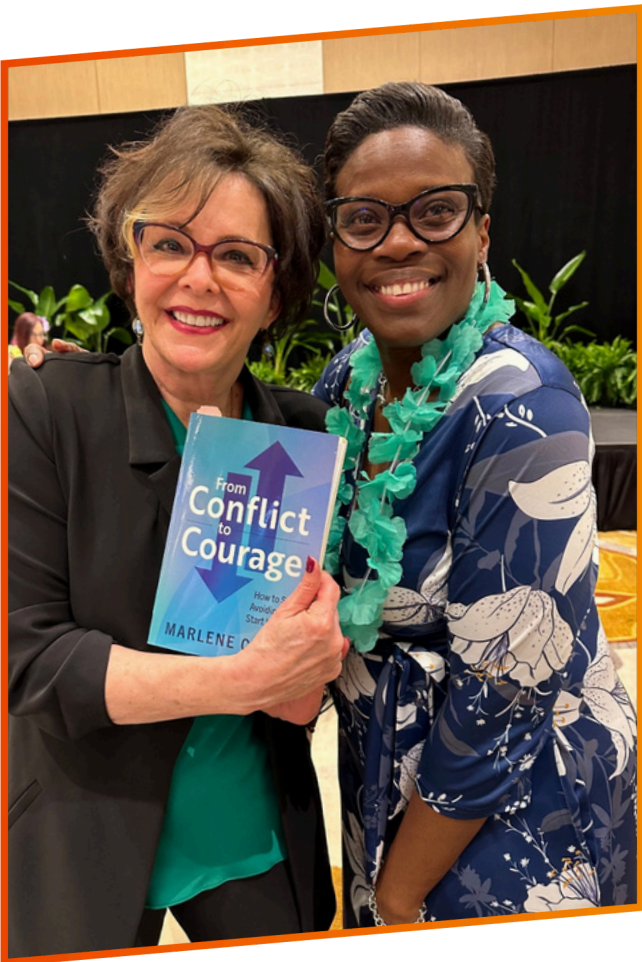
When you're stuck, it's not because the problem is unsolvable. It's because you're in a state of resistance. Unfortunately we often think the resistance is about the other person, or the situation. Here's the twist: resistance isn't about them or the situation. It's totally in your power to create change. Access the Fulcrum Point and go from **stuck to unstoppable**.

LEARNING OBJECTIVES

- Use the SAND method to uncover your state of resistance
- Discover the Fulcrum Point—the exact moment where change happens
- Understand how energy affects change
- Apply a matrix to quickly access the power to move forward

Recognize the hidden patterns that keep you stuck or distracted, and access the Fulcrum Point—where transformation begins. A bonus: When you learn how to shift out of your own resistance, you're able to coach others. Unlock the secret to go from stuck to unstoppable.





Confident Leaders  Collaborative Teams  Accountable Cultures

FROM CONFLICT TO COURAGE

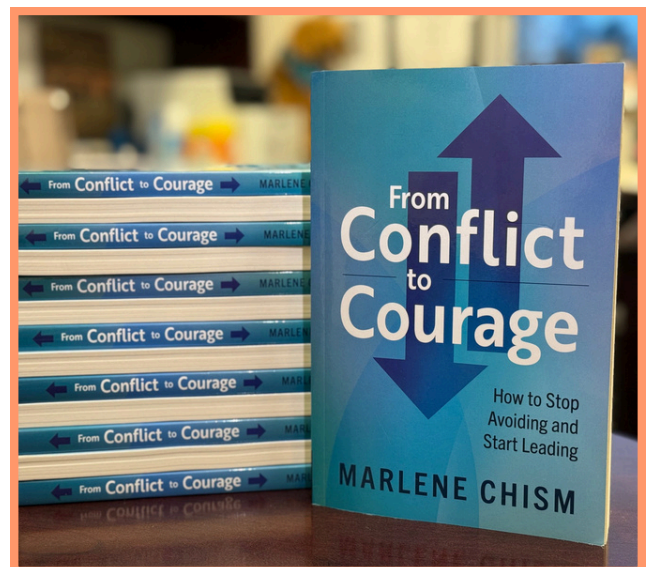
“From Conflict to Courage is the most impactful book I’ve read this year and I’ve put into practice for our team at a leading Cloud & AI company.”

Ms. Chism not only identifies the issue – effective conflict resolution – she also provides the reader with the tools to do something about it.”

~Mark Dowd | Microsoft | Customer Success

From Conflict to Courage was nominated for an international award by getAbstract in the category of Learning and Development. Eight easy-to-read practical chapters with practical skills to elevate your leadership and effectively manage conflict in all areas of life.

Ask about ordering in bulk before your event to receive deep discounts and free shipping.



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MARLENE CHISM

Marlene Chism is a bridge—connecting all layers of leadership to build confident leaders, collaborative relationships, and accountable cultures. She works with executive teams and decision-makers to simplify complexity, navigate tough conversations, and build accountable cultures, and she works with all levels of leadership as the creator of **The Courageous Leader Ecosystem**.

A recognized LinkedIn Learning instructor, Marlene has produced six video courses on high-stakes topics like conflict management, difficult personalities, and courageous conversations impacting over 500,000 participants..

She's the author of four commercially published books, including *From Conflict to Courage*, nominated for an international learning and development award by GetAbstract.

Marlene holds a degree in Communications, a master's in Human Resources Development, and is an advanced practitioner in Narrative Coaching.



“On behalf of our entire leadership team, I want to express our sincere gratitude for the exceptional session. Your expertise, engaging presentation style, and on-point material left a lasting impact on all of us. Your valuable insights and on-point material truly enriched our team’s understanding. We appreciate your dedication and enthusiasm.”

Grissette Luzzi

Senior Organizational Development Consultant

