

**Date**

November 5, 2025

Time

9:40 AM – 10:40 AM

Instructor

Christel Slaughter, PhD
Chief Executive Officer
SSA Consultants

Location

Live-Streamed and
Onsite at C.B. Pennington, Jr.
Conference Center at the
Pennington Biomedical
Research Center
in Baton Rouge

Method of Delivery

Classroom instruction and
Live-streamed

Learning Level

Basic

CPE Hours

1 CPE

CPA Subject Matter

Personal Development

Prerequisite

None

Turning Tension into Teamwork: Practical Conflict Resolution Skills

Description

Conflict in the workplace is inevitable — but left unmanaged, it can erode trust, lower productivity, and damage relationships. In this session, participants will learn how to recognize the root causes of conflict, adapt their approach to different personalities and situations, and use proven tools to de-escalate tension. Through case examples and practical frameworks, attendees will gain strategies for handling difficult conversations, addressing conflict early, and turning disagreements into opportunities for stronger collaboration. Leaders will leave with actionable skills to create a healthier, more productive work environment for their teams.

Participant Takeaways

- Identify the root causes and patterns of workplace conflict.
- Gain skills to de-escalate tense situations and address issues early.
- Practice frameworks for having difficult but productive conversations.
- Leave with actionable strategies to transform conflict into collaboration.

Who Will Benefit

- Elected officials, appointed officials, and local attorneys
- Local government employees and local government auditors

About the Instructor

Dr. Christel Slaughter is CEO at SSA Consultants, and for more than 30 years she has led organizational change and planning efforts for hundreds of clients across the United States with a concentration of this work focused in the public sector.

Her expertise is rooted in organizational design and development, specializing in change management, performance improvement, strategic planning, public outreach and engagement, training design and delivery, leadership development, facilitation services, and executive recruitment and coaching.

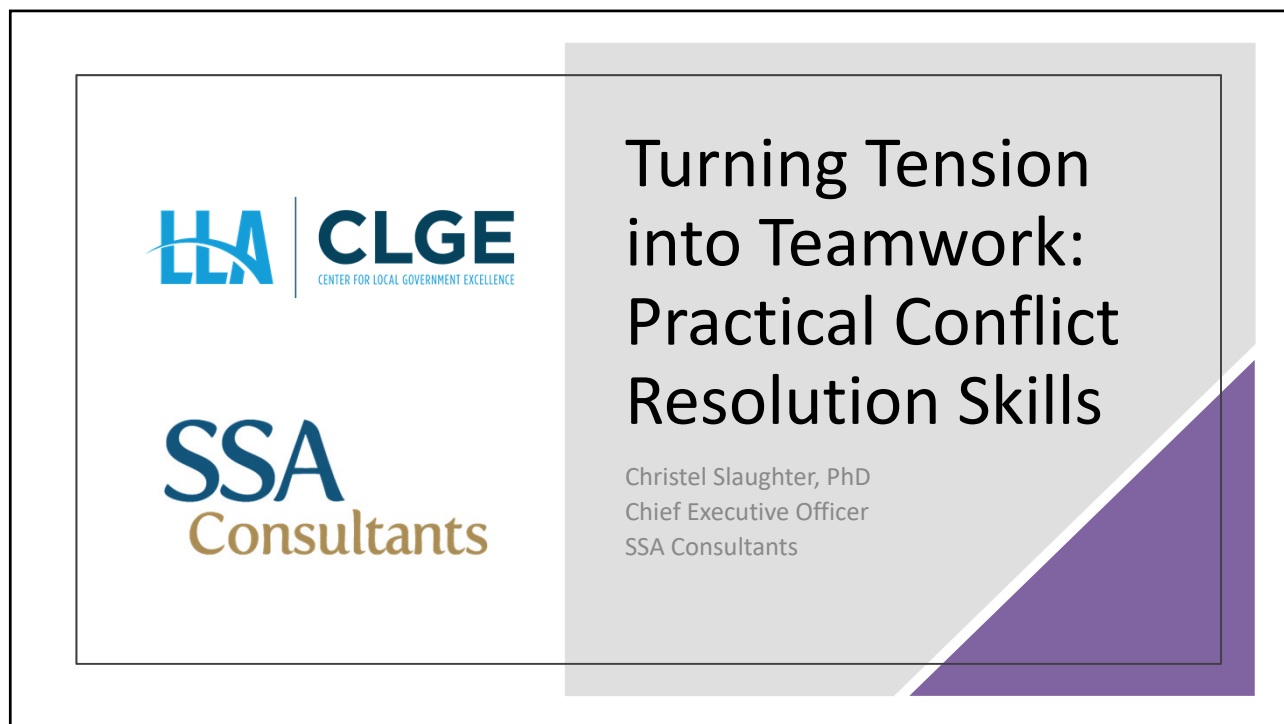
Some of her recent work includes leading the cultural organization transformation of a publicly traded community bank; designing and implementing an award-winning customer service program for a large health care institution; leading an ongoing organizational development, design, and build-out of the Louisiana Emergency Response Network; and designing integration strategies for the State of Louisiana's multibillion-dollar coastal protection and restoration efforts.

Christel also worked to establish and implement Blueprint Louisiana, a statewide grassroots reform effort, where she has served as a principal since its inception. She is also Project Director of the East Baton Rouge City-Parish Green Light Plan, serving as the direct link between local government officials, program management team members, and the communities and stakeholders they both support.

In addition to client engagements, Christel is also a nationally recognized public speaker, presenting at notable conferences such as the National Association of Bar Executives, the Louisiana Association of Nonprofit Organizations and the Diocesan Fiscal Management Conference.

Prior to embarking on her consulting career in 1983, she served as a faculty member at Louisiana State University for seven years as a Distinguished Alumni Professor. Christel holds a Bachelor of Science in Marketing and a doctorate degree in Systems Management and Organizational Design from LSU, and while preparing for her doctorate, the Academy of Management Doctoral Consortium selected her as one of the top 35 doctoral students in the nation. In 2009, she accepted an invitation from the dean of LSU's E.J. Ourso College of Business to teach a course in the Flores MBA Program as an adjunct professor.

An active leader not only in the business and academic world, but also in the community as a whole, Christel's accomplishments are numerous. She served as a delegate to the White House Conference on Small Business in 1995. She served as a torchbearer for the 1996 Summer Olympic Torch Run, and in 2009, she received the Brotherhood & Sisterhood Award for Greater Baton Rouge that "recognizes individuals in the Greater Baton Rouge community who have devoted their professional, philanthropic, and volunteer capacities to humanitarian services." In 2010, LSU's E.J. Ourso College of Business Administration inducted her into the Hall of Distinction for "making a significant contribution to business, academia, or government as well as to the community." Most recently, in 2012, she received the Chancellor's Sesquicentennial Service Award, which seeks to honor individuals who have gone beyond the scope of their job or organization requirements to contribute their time and talents to LSU and the community in ways that benefit the common good.



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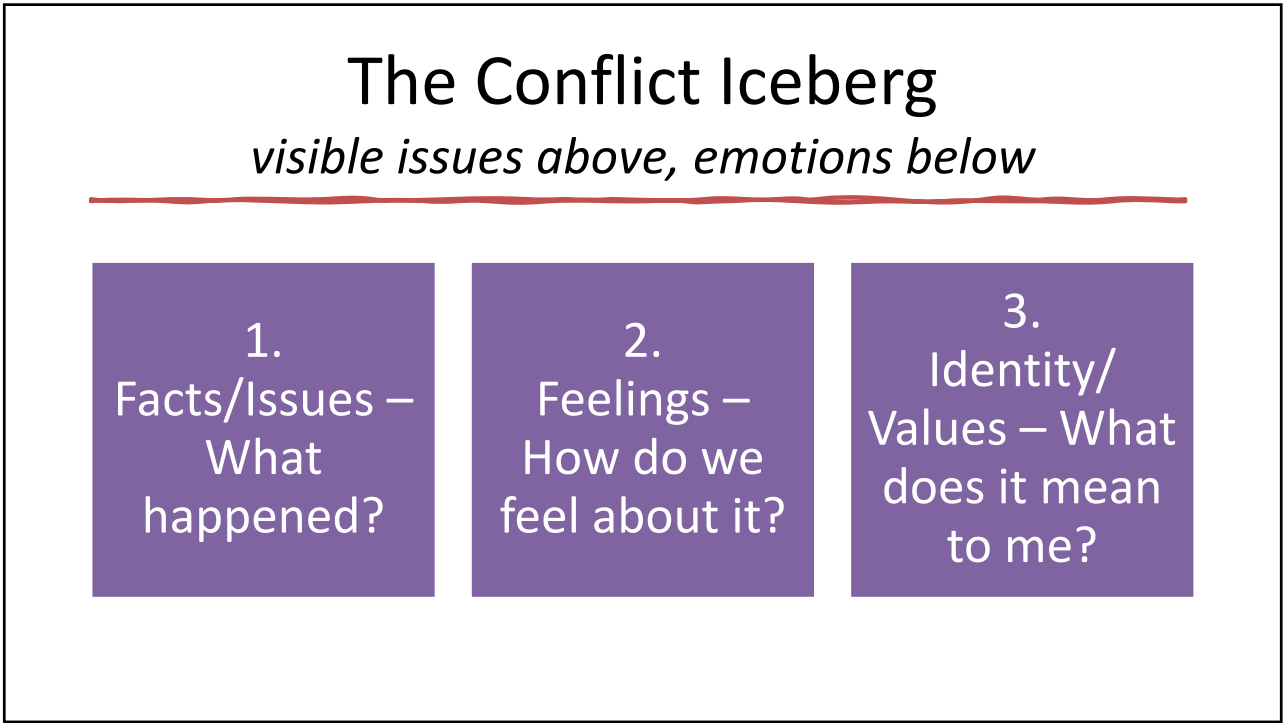
Turning Tension into Teamwork: Practical Conflict Resolution Skills

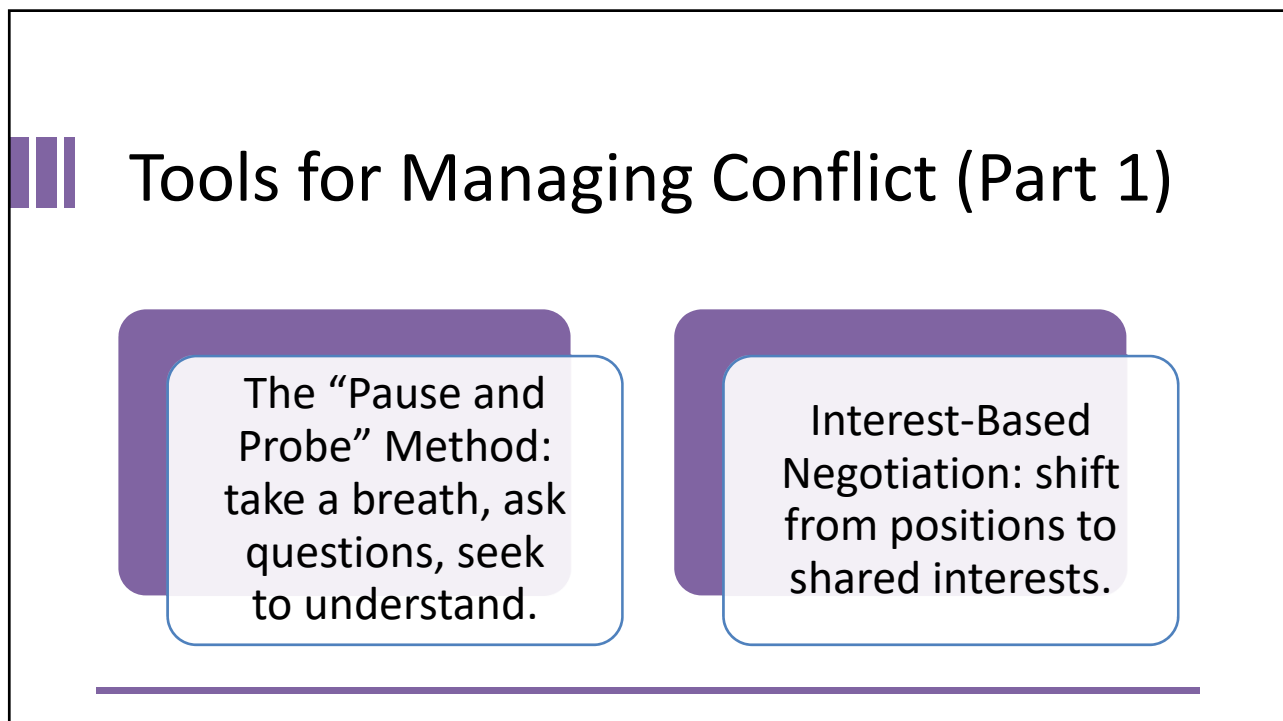
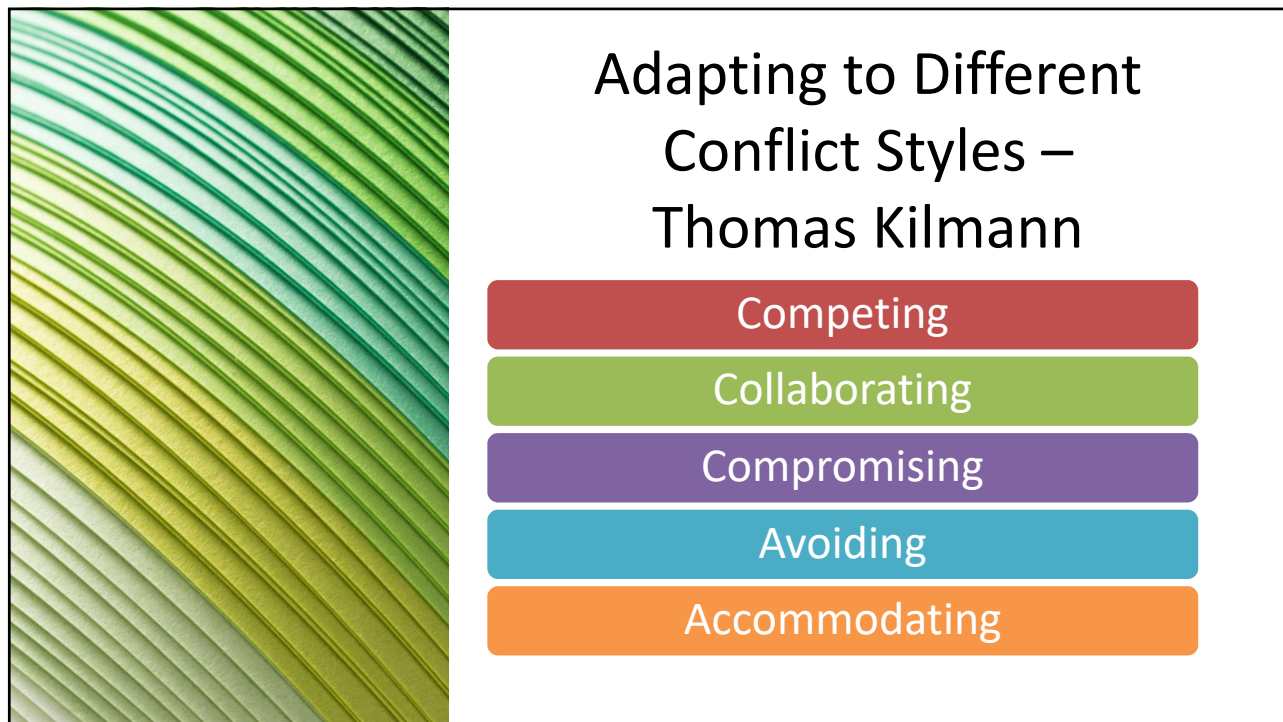
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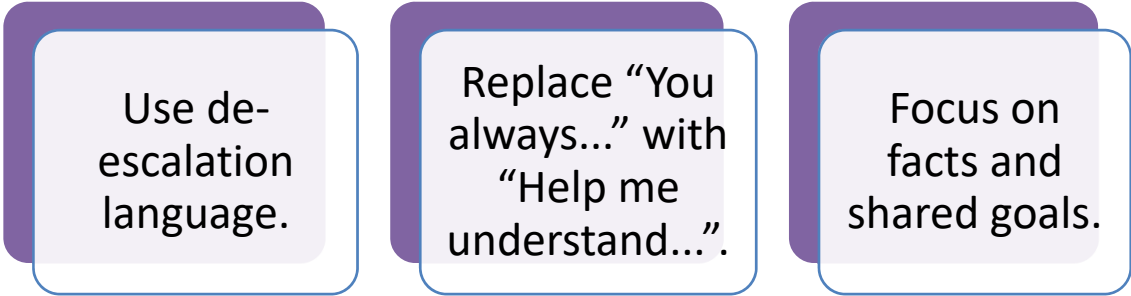
The Reality of Conflict

Conflict in the workplace is inevitable —
but how we manage it matters.

Key message: conflict is not the enemy
— unmanaged conflict is.

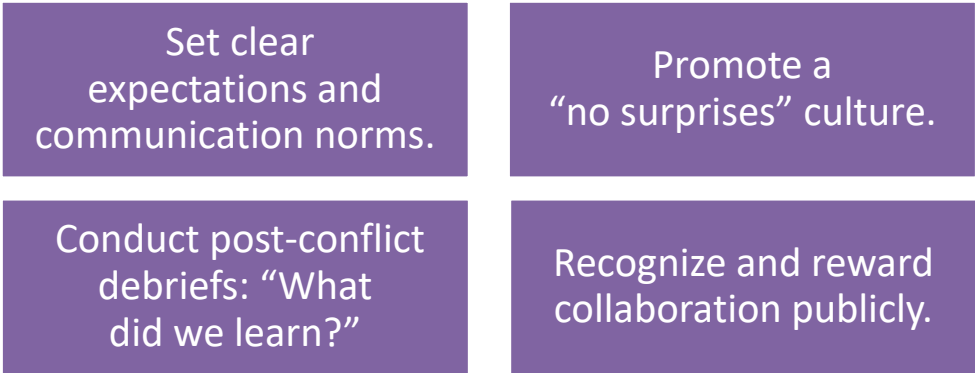






Tools for Managing Conflict (Part 2)

- Use de-escalation language.
- Replace “You always...” with “Help me understand...”.
- Focus on facts and shared goals.



Preventing Future Conflict

- Set clear expectations and communication norms.
- Promote a “no surprises” culture.
- Conduct post-conflict debriefs: “What did we learn?”
- Recognize and reward collaboration publicly.

