

MHEI PROGRAM

From Tension to Teamwork: Successfully Navigating Conflict Resolution

VIRTUAL TRAINING

WHEN

March 4, 2026 12:00 PM – 1:00 PM

PROGRAM FEE

***FREE** for MHEI Members*

Registration is available to MHEI Members ONLY

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To register, please visit [MHEI.org](https://mhei.org). After you register, you will receive the virtual training log-in instructions including meeting ID and password information.

Questions? Contact Kelly Yost, Manager of Programs & Membership: 410.796.6239

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Program Overview

In the high-stress, fast-paced environment of healthcare, workplace conflict is inevitable. The difference between teams that struggle and teams that thrive often comes down to how conflict is managed. This interactive training equips participants with the tools and confidence to turn challenging situations into opportunities for stronger collaboration and better results.

Participants will learn to recognize common sources and triggers of workplace conflict, distinguish between effective and ineffective resolution approaches, and apply a six-step framework to manage conflicts constructively. Through practice and discussion, participants will also identify communication strategies that promote collaboration, reduce tension, and build healthier team dynamics.

Program Objectives

1. Recognize common sources and triggers of workplace conflict in healthcare settings
2. Distinguish between effective and ineffective approaches to resolving conflict
3. Apply a six-step framework to manage and resolve conflicts constructively
4. Practice communication strategies that promote collaboration and reduce tension

About the Speaker

Lyndley Andrews, MBA, PHR, SHRM-CP is a healthcare human resources professional with over 10 years'

experience in various aspects of HR including talent acquisition, onboarding, employee engagement, employee relations, performance management and organizational development. Lyndley facilitates MHEI's Management Boot Camp series along with other leadership development programming. In addition to holding two HR certifications, Lyndley is also certified through ATD's Improving Human Performance program. Lyndley is passionate about building collaborative relationships and offering customized strategies to help leaders and staff achieve results.