



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

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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 organizational development and human resources professional with more than 15 years of experience in hospitals and healthcare systems. Since joining MHEI in 2015, Lyndley has previously served as a Leadership Development Program Facilitator and Leadership and Engagement Strategist.

As the President of MHEI, Lyndley partners with healthcare leaders on organizational and leadership development initiatives that align with organizational priorities and drive measurable results. Passionate about building collaborative relationships, Lyndley equips leaders and teams with practical tools and strategies to strengthen engagement, performance, and organizational success.