

Conflict Resolution in the Workplace ↗

From Miscommunication to Collaboration:
How Coworkers Can Communicate Better

By:

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Profession:

**Relational Coach expert in
Conflict Resolution through
Nonviolent Communication**

Is this happening in your team?

Employees are unclear about priorities

Staff only hear feedback when something goes wrong

Employees feel their ideas are ignored or dismissed

Rumors and office gossip are prevalent, affecting trust, collaboration, and overall moral

Even small conflicts escalate, creating a tense atmosphere in the office

I have an idea that can help!



My Conflict Resolution Training – Overview

My training helps companies improve the way people communicate when disagreements arise.

Participants learn how to express opinions, give directions, and share feedback clearly and respectfully, without avoiding issues or slipping into passive-aggressive behavior. The focus is on practical communication skills that can be applied immediately in day-to-day work situations.

The training supports teams in expressing their needs in a direct and constructive way, contributing to a healthier work environment, better collaboration, and more effective working relationships.

Training goals

01

Build personal and professional awareness around communication styles

02

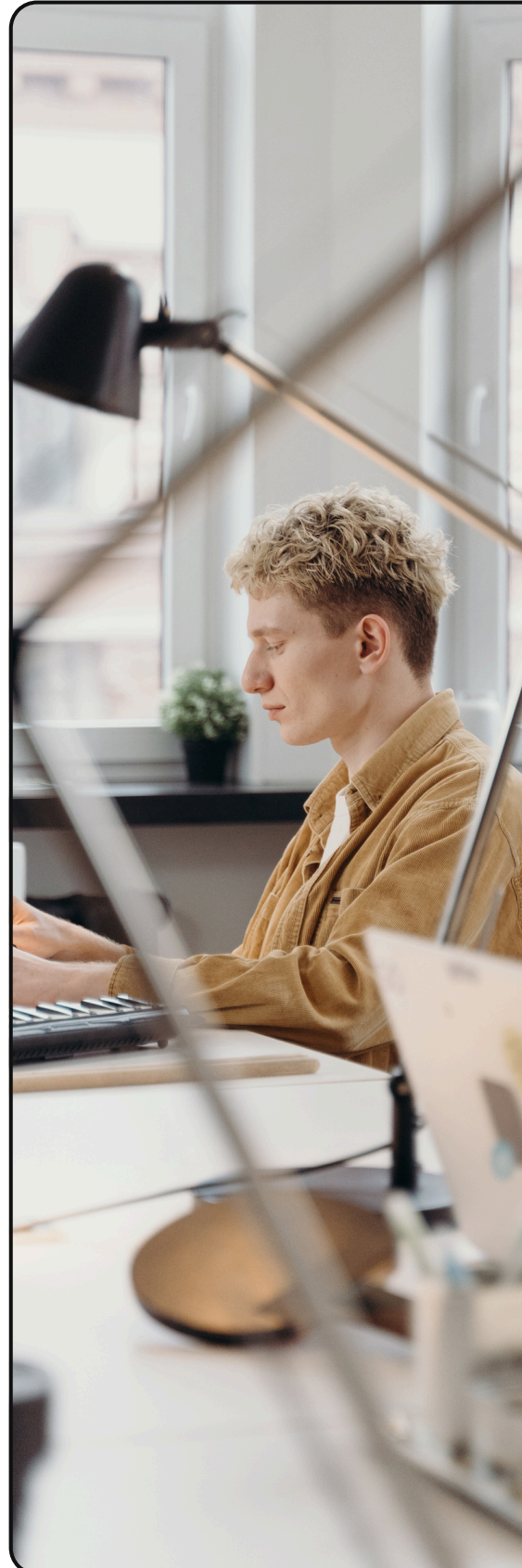
Strengthen practical communication skills

03

Improve empathy and active listening

04

Turn conflicts into opportunities for collaboration



Structure of Training

○ Awareness

- **Help your team become more aware of their emotions and needs.** This awareness reduces aggressive or passive reactions and supports clear, constructive communication about what they truly need.
 - **Understand the positive role of conflict** and how it can be turned into an opportunity for collaboration.
 - **Identify different types of conflict within the company** and understand where tension is directed (people, roles, or processes).
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○ Communication Style

- **Help your team to identify personal communication patterns,** recognizing both their strengths and limitations.
 - **Develop practical strategies to handle difficult conversations, give feedback and opinions** with colleagues and managers.
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○ Practical Application

- **Practice real workplace scenarios** through guided role-plays.
- **Apply the tools learned to real situations** participants are currently facing at work.

Choose my training if you want:

- Increase your **team's awareness** of how they communicate
- Improve the ability to **give and receive feedback**
- Reduce **tension, misunderstandings, and demotivation**
- Create a **more collaborative and less stressful work environment**
- Speed up **decision-making and internal processes**
- **Improve productivity** through clearer and more effective communication



My Method

01

Non Judgmental Environment

Thanks to my background in Nonviolent Communication and coaching, I create a safe space where participants feel free to express themselves.

02

Self - awareness for lasting changes

Participants learn to recognize emotions, needs, and reactions, developing a more mature and effective communication style.

03

Practical exercises and focus on goals

The training includes concrete exercises, role-plays, and real company cases to apply the learning immediately.

04

Open to dialogue

Each participant can work on real cases or examples I provide, ensuring that everyone feels comfortable and supported.



Introduction Course

Name	Time	Price	Content
Empathetic and Assertive Communication			<ul style="list-style-type: none">• Introduction to basic concepts of effective communication• Analysis of real company cases• Individual exercises to practice new skills
Online	2 hours	257€	
In person	2 hours	367€	

* Rate valid for groups of up to 25 participants. An additional €30 applies for every 10 extra participants.



Advanced Course

Name	Time	Price	Content
Conflict Management in the Workplace			
Online	4 hours	457€	<ul style="list-style-type: none">• Conflict analysis within the company• Role-plays, simulations, and work on real cases• Tools for handling difficult conversations and complex feedback
In person	4 hours	567€	



Team Building

Name	Time	Price	Content
Team Building – Collaboration and Trust Through Communication (In person only)	6 hours to 2 days	Starting from 987€	<ul style="list-style-type: none">• Group exercises• Conflict resolution games and simulations• Techniques for giving feedback with empathy• Activities designed to build trust, collaboration, and alignment within teams• Mediation of on going conflicts (only in 2 days event)

* Tariffa valida per gruppi fino a 25 persone. Incremento di 30€ ogni 10 partecipanti in più.



Extra Services

With the purchase of any of my courses, a 10% discount applies to all additional services.

Name	Time	Price	Content
Conflict Management Consulting	90 minute	75€	<ul style="list-style-type: none">• Relational Coaching for New Managers or Team Leaders
Internal Communication and Conflict Analysis	Between 1 and 2 months	Price and duration to be determined after an initial consultation	<ul style="list-style-type: none">• Individual interviews• Assessment of recurring conflicts• Mapping of workers needs and internal communication styles• Definition of strategies and customized training• Silent observation of meetings• Final report highlighting critical issues and proposed solutions



All in one Package

Name	Time	Price
Nonviolent Communication as a Company Lifestyle (Hybrid)	6 months/1 year	To be quoted

Contents

- **In-depth analysis of internal communication** with shadow coaching
- Short **monthly anonymous survey** for employees on company conflicts and internal communication
- **Weekly or monthly consulting sessions**, individual and/or group (online)
- **Bi-monthly thematic training sessions** based on insights from the survey and consulting, including role-plays, practical exercises, and real company cases
- **Priority support** with online meetings for HR and team leaders
- **Customized internal communication manual** provided at the end of the project

Who am I?



Marysaba

- As a Life Coach, I work on conflict management both in companies and in personal relationships. I also provide support in navigating change and adopting new habits.

- For many years, I worked in event management, developing strong skills in detail management, team coordination, and problem-solving, even in high-pressure situations.

- I love traveling and have lived in six countries. In addition to Italian, I speak fluent English, French, and Portuguese.

- I discovered Nonviolent Communication in 2024, and it has since become a central part of my life.

- My goal is to bring Nonviolent Communication into workplaces and interpersonal relationships, helping to reduce conflicts and increase awareness of personal reactions and the ways we communicate our emotions.

www.marysabamennuti.com

Would you like further information? ↗

Contact me, and I'll provide you with more details about the training you're interested in.

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Spoken Languages:

EN / IT / PT / FR