

LOOKING FORWARD CONSULTING



Conquering Conflict

A Workplace Conflict Resolution Proposal

PREPARED FOR

City of Phoenix Public Library

August 18, 2026

Proposal valid through September 4, 2026

Conflict is a daily operating condition, not an exception.

Public libraries sit at the intersection of every conversation a city is having. Staff manage patron escalations, cross-branch coordination, shift handoffs, and the ordinary friction of teams who care deeply about their work. Conflict is not the exception in that environment; it is a daily operating condition.

Looking Forward Consulting proposes a conflict resolution engagement built specifically for the City of Phoenix Public Library. Rather than a one-time morale event, this program gives staff a shared language for naming conflict early and a practiced, repeatable method for resolving it before it reaches a supervisor, a grievance, or a patron.

Three options are outlined below. Option 3 is our recommendation: it pairs a system-wide keynote with the depth of the full Conquering Conflict course, delivered at a scale that reaches your workforce without pulling any branch offline.

OPTION 1

The Keynote

A 45-minute keynote on Conflict in the Workplace with a live, app-driven virtual role-play.

DURATION	FORMAT	AUDIENCE
45 minutes	Single session, in person	Unlimited attendance

The keynote opens with why workplace conflict escalates, the predictable pattern of avoidance, assumption, and eruption, and reframes conflict as information rather than failure.

Midway through, attendees receive a workplace scenario through an interactive app on their phones. They break into small groups to work the scenario toward a successful resolution, then submit their approach. Results are displayed live and debriefed from the stage, so the room learns from its own thinking rather than from a slide.

The role-play scenario will be built collaboratively with Library leadership after acceptance, so it reflects real situations your staff encounter rather than generic corporate examples.

OUTCOMES

- Shared vocabulary for naming conflict early
- Recognition of the escalation pattern before it peaks
- One immediately usable de-escalation move
- High-energy, low-disruption format for all-staff days

Investment: **\$1,250**

OPTION 2

Conquering Conflict

A 4-hour interactive course that walks teams all the way through working conflict in the workplace.

DURATION	FORMAT	AUDIENCE
4 hours	In-person interactive workshop, one session	Up to 500 attendees

Conquering Conflict is a working session, not a lecture. Participants spend the majority of the four hours practicing: naming the conflict, separating position from interest, running the conversation, and closing with an agreement that holds.

Delivered as a stand-alone session, the course can accommodate up to 500 attendees in a single room, with small-group breakouts used to keep the practice work interactive at scale. Materials include a pocket conversation guide participants keep and use on the job.

OUTCOMES

- A repeatable four-step conflict conversation framework
- Practice handling patron escalation and peer friction
- Language for raising an issue without triggering defensiveness
- Agreement-setting and follow-through that prevents recurrence

Investment: **\$19,800**

OPTION 3: RECOMMENDED

The Full Engagement

The keynote to align the system, followed by 18 sessions of Conquering Conflict capped at 30 employees each.

DURATION	FORMAT	AUDIENCE
45-minute keynote + 18 eight-hour sessions	In-person keynote plus rolling in-person workshop schedule	Up to 30 per session, up to 500 employees trained

The keynote sets a shared frame across the entire Library system in a single sitting. The 18 workshop sessions then convert that frame into practiced skill, reaching up to 500 employees while keeping each room small enough for real coaching.

Sessions are scheduled across branches and across the calendar so no location loses coverage. Cohorts can be mixed by branch to build cross-site relationships, or kept intact by team where a specific unit needs to work through live issues together.

This is the option we recommend because a keynote alone fades and a single workshop reaches one audience once. Together they change how the organization handles conflict, not just how a few people think about it.

OUTCOMES

- System-wide alignment on a single conflict framework
- Up to 500 employees trained to practiced competence
- Cross-branch cohorts that build working relationships
- Fewer escalations reaching supervisors and HR

Investment: **\$48,200**

AT A GLANCE

The three options compared

	The Keynote	Conquering Conflict	The Full Engagement
CONTACT TIME	45 minutes	4 hours	45 min + 8 hours
EMPLOYEES REACHED	Unlimited	Up to 500	Up to 500
DEPTH	Awareness	Skill-building	Awareness + mastery
INTERACTIVE ROLE-PLAY	Yes (app-based)	Yes (live)	Yes (both formats)
SKILL PRACTICE	Group discussion	Moderate	Extensive
CROSS-BRANCH REACH	Single event	One session	All branches; 18 sessions
INVESTMENT	\$1,250	\$19,800	\$48,200

Highly interactive, with tools staff take back to the job.

Every option in this proposal is built to be worked, not watched. Staff spend the majority of their time on their feet, in conversation, and in structured practice, and they leave with tools they can use on shift the next day.

Practice, not lecture

Content is delivered in short segments, each followed immediately by an activity: paired role-play, small-group case work, live scripting of a difficult conversation, and observer feedback rounds.

Scenarios drawn from your floor

Activities use situations Library staff actually face; patron escalations, shift handoffs, cross-branch coordination, and peer friction, so the practice transfers directly to the job.

Reusable tools they keep

Participants leave with a pocket conversation guide, a de-escalation script framework, a conflict-mapping worksheet, and an agreement and follow-through template, all sized to be used in the moment.

Built to be reused by teams

Supervisors receive a short facilitation card for running a 15-minute team refresher, so the language stays alive in huddles and staff meetings after we leave.

A shared vocabulary across branches

Because every group works the same models and the same tools, staff from different branches can name and resolve conflict the same way, which is what makes the skill hold system-wide.

Option 3: the keynote makes it shared, the sessions make it real.

A keynote alone creates a good morning and a fading memory. A single workshop changes one audience once. Delivered together, the keynote gives the entire Library system one vocabulary on one day, and the eighteen sessions turn that vocabulary into a skill up to 500 employees have actually practiced.

The 30-person cap is deliberate. Conflict skill is built through repetition with feedback, and that is only possible in a small room. Eighteen sessions is what it takes to hold that standard while still reaching the workforce.

Scheduling is staged across branches and across the calendar, so coverage is never compromised and cohorts can be composed to build relationships across locations.

Four hours, segment by segment

SEGMENT 1

What conflict actually is

Sources of workplace conflict, the escalation curve, and the cost of avoidance. Self-assessment of individual conflict style.

SEGMENT 2

Preparing the conversation

Separating position from interest, checking assumptions, and choosing the moment. Scripting a real conflict each participant is currently carrying.

SEGMENT 3

Running the conversation

Live paired practice with observer feedback. De-escalation language, handling defensiveness, and staying in the conversation when it gets hot.

SEGMENT 4

Closing and holding the agreement

Reaching workable agreements, documenting follow-through, escalation paths, and a personal 30-day commitment.

LOGISTICS

Delivery requirements

- Sessions scheduled in coordination with Library leadership to protect branch coverage.
- Room requirements: seating for 30 with movable chairs, projector or large display, and audio.
- Keynote requires wireless internet for the app-based role-play; participants use their own phones.
- All participant materials, workbooks, and the pocket conversation guide are provided.
- The role-play scenario and app configuration will be developed jointly with the Library following acceptance.
- Session cap of 30 is enforced to preserve coaching quality; waitlisted staff roll to the next session.

INVESTMENT

The Keynote	45 minutes	\$1,250
Conquering Conflict	4 hours	\$19,800
The Full Engagement	45-minute keynote + 18 eight-hour sessions	\$48,200

Travel within the Phoenix metro area and all participant materials are included in each quoted figure. All investment quotes are dependent on the client providing training facilities in the Phoenix Metro area.

ABOUT LOOKING FORWARD CONSULTING

Looking Forward Consulting

Looking Forward Consulting works with public-sector and community-serving organizations on the human side of operations: conflict, communication, and team resilience. Our work is practical, evidence-based, and built around the actual conditions of the workplaces we serve.

Every engagement is customized. We do not deliver stock content; scenarios, examples, and case material are developed with the client so that what happens in the room maps directly onto what happens on the floor.

NEXT STEPS

1. Select an option and confirm the preferred delivery window.
2. Introductory call with Library leadership to align on goals and current pain points.
3. Joint development of the role-play scenario and any branch-specific case material.
4. Confirm the session calendar and issue registration to staff.

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