

The Gift of Conflict

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[The Gift of Conflict | Amy E. Gallo | TEDxBroadway](#)

Disagreeing is something most people avoid whenever possible. But Amy Gallo has spent three years researching conflict and shares how staying silent can be damaging, and how speaking up when you disagree can be productive, as long as it's done with compassion and kindness. In a world where people increasingly avoid conflict by seeking out those who see things the same way, Gallo outlines tools to navigate disagreements and approach conflict with calm and confidence. Plus, she shares a mantra that everyone will want to remember. Amy E. Gallo is an expert in conflict, communication and workplace dynamics. She is the author of the HBR Guide to Dealing with Conflict, a how-to guidebook that combines the latest management research with practical advice to deliver evidence-based ideas on how to handle conflict professionally and productively. She is a co-host of HBR's Women at Work podcast, which is currently in its third season. In her role as a contributing editor at Harvard Business Review, she writes frequently about communicating ideas, leading and influencing people, and building your career. She has contributed to numerous books on feedback, emotional intelligence and managing others, and is the coauthor of the HBR Guide to Building Your Business Case. Gallo is on the faculty of the Emotional Intelligence Coaching Certification program, recently launched by Daniel Goleman, author of Emotional Intelligence. She taught at Brown University and is a graduate of both Brown and Yale University. This talk was given at a TEDx event using the TED conference format but independently organized by a local community.

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