



Interpersonal Skills and Self Development

Managing Conflict and Dealing with Others

Course Introduction

Conflict is the result of people having differing needs, opinions, expectations, and often completely different perspectives. The reality of conflict is that in any human relationship it is inevitable, but if handled well, conflict can provide a powerful avenue for significant growth.

Managing Conflict and Dealing with Others

By attending such interactive Virtual online Learning experience, participants will harness their conflict management skills, recalibrating their mindset to embrace conflict, they will discover their emotional triggers, their conflict management preferable style, and enhance how to prevent conflicts within organization process & how to manage difficult encounters in their teams, with diplomacy, tact, and credibility.

Target Audience

- Executive Secretaries
- Executive Personal Secretaries
- Personal Secretaries
- Executive Assistants
- Personal Assistants
- Office Managers
- Administration Managers
- Management Secretaries
- Senior Assistants

Learning Objectives

- Recognize Conflict and Difficult Situations
- Considered the causes of challenging behaviour
- Identify Benefits and Drawbacks of Conflict in the Workplace
- Recognized different behaviour types and how to deal with them
- Assess your own personality type
- Define the impact of the different styles of personalities on each other Define what is Conflict
- Assess their own conflict management Style
- Recognize tools to find conflicts root causes
- Discuss how to approach conflicts
- Explore emotions management tools
- Identify the Supervisor's role in handling conflicts
- Illustrate how to deal & communicate professionally in conflict times
- Discover tools and techniques to prevent conflicts

Course Outline

- **01 Day One**

DIFFERENT PERSONALITIES TYPES MAKE DIFFERENT

- Assess your own personality type
- Different Personalities types at the workplace
- Understand the impact of the different styles on each other
- The 6 types of difficult people
- How does each person's style impact their communication style?
- Key steps for dealing with different behaviour and personalities styles
- How to resolve conflicts in a constructive way
- How to bring out the best in even the most difficult people

UNDERSTANDING CONFLICT AND DIFFICULT SITUATIONS

- Defining the Nature, Types and Causes of Conflict

- Conflict vs. Competition: When one overtakes the other
- Benefits and Drawbacks of Conflict in the Workplace
- Why people behave in challenging ways
- Factors affecting our behaviour and how attitudes are formed

• 02 Day Two

WHAT IS CONFLICT?

- How conflicts evolve?
- The consequences of conflicts
- What is the life cycle of conflicts?
- What is your conflict handling Style- Thomas Kilmann Model?

IDENTIFY THE REAL ISSUE

- Examine the Root of the Problem
- Design the Cause vs Effect Diagram
- Forgiving is Essential
- Discuss the Resolution Benefits

HANDLING CONFLICTS

- How can you approach a conflict?
- Advantages and disadvantages of approaching conflicts
- Systematically analyze conflicts
- How to decline a request while avoiding conflicts?

• 03 Day Three

HOW TO MANAGE EMOTIONS?

- How emotions affect discussions?
- Avoiding emotional decision making
- Anger management in resolving conflicts
- Psychological tactics used in conflicts.

PREVENT CONFLICTS

- Third-party interventions in resolving conflicts
- Systems to prevent destructive conflicts in your organization
- Influence: The Art of Changing Hearts, Minds and actions
- Influence and the psychology of persuasion
- Action Plan

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 13, 2025	April 15, 2025	3 days	3250.00 \$	Qatar - El Doha
Sept. 1, 2025	Sept. 3, 2025	3 days	3950.00 \$	Italy - Rome
Nov. 17, 2025	Nov. 19, 2025	3 days	3250.00 \$	UAE - Dubai