



HR Strategy and Training

Effective Workplace Conflict Resolution

Course Introduction

Effective Workplace Conflict Resolution

Workplace conflicts are inevitable but, when managed effectively, they can lead to stronger relationships, improved teamwork, and enhanced productivity. This five-day intensive program equips participants with the tools and strategies to identify, address, and resolve conflicts constructively, ensuring a positive and productive work environment.

Through real-world case studies, role-playing exercises, and conflict resolution simulations, participants will learn effective communication techniques, negotiation strategies, and mediation skills to handle workplace disputes professionally and confidently.

Target Audience

Managers, HR professionals, team leaders, executives, and employees responsible for handling workplace conflicts.

Learning Objectives

At the end of the training course, participants will be able to

- Understand the root causes of workplace conflicts and how to address them proactively.
- Apply effective communication techniques to de-escalate conflicts.
- Use mediation and negotiation strategies to resolve disputes fairly.
- Implement conflict management models for different workplace scenarios.
- Handle difficult conversations and manage emotions effectively.
- Foster a workplace culture that promotes collaboration and prevents conflicts.

Course Outline

• 01 Day One

Understanding Workplace Conflict

The Nature and Types of Workplace Conflicts

- Defining conflict and its role in workplace dynamics
- Common sources of workplace conflicts
- Productive vs. destructive conflict

Identifying Conflict Triggers and Behavioural Patterns

- Psychological and emotional aspects of conflict
- Conflict escalation: Warning signs and prevention
- Self-awareness and emotional intelligence in conflict management

The Conflict Resolution Framework

- Overview of conflict resolution models (Thomas-Kilmann, Interest-Based Relational Approach)
- Conflict resolution styles and their impact on outcomes
- Workshop: **Assessing personal conflict resolution styles**

• 02 Day Two

Communication Strategies for Conflict Resolution

Effective Communication in High-Tension Situations

- The role of **active listening and empathy** in conflict resolution
- Non-verbal communication and emotional intelligence

De-escalating Conflicts Through Constructive Dialogue

- Using assertiveness vs. aggression in conflict conversations
- Diffusing emotionally charged situations

Managing Difficult Conversations with Confidence

- Structuring difficult conversations
- Delivering critical feedback without causing defensiveness

Workshop: Practicing Active Listening and Assertive Communication

- Interactive session with real-time feedback on communication techniques

• 03 Day Three

Mediation and Negotiation Skills for Conflict Resolution

The Mediation Process in Workplace Conflicts

- The role of a neutral third party in conflict resolution
- Steps to conduct a successful workplace mediation
- Common mediation pitfalls and how to avoid them

Negotiation Strategies to Achieve Win-Win Outcomes

- The principles of collaborative negotiation
- Interest-based negotiation vs. position-based negotiation

Handling Resistance and Overcoming Barriers to Resolution

- Dealing with difficult personalities and defensive behaviors
- Managing conflicts with senior leadership or authority figures

• 04 Day Four

Conflict Resolution in Team Dynamics & Organizational Culture

Building a Conflict-Resilient Team Culture

- Encouraging open communication and psychological safety
- Team-building strategies to prevent conflict

Conflict Resolution for Remote and Hybrid Teams

- Addressing unique challenges in virtual team conflicts
- Digital communication and its impact on conflict escalation
- Workshop: **Developing conflict resolution strategies for remote teams**

Handling Workplace Harassment and Discrimination Conflicts

- Understanding legal and ethical implications
- HR's role in conflict prevention and intervention
- Role-play: **Managing sensitive workplace conflict scenarios**

• 05 Day Five

Leadership, Emotional Intelligence, and Long-Term Conflict Prevention

The Role of Leadership in Conflict Resolution

- How effective leaders manage and resolve conflicts
- Transformational leadership and its impact on workplace harmony

Emotional Intelligence and Conflict Management

- Self-regulation and managing emotions during conflict
- Recognizing and addressing unconscious bias in conflict situations

Creating a Sustainable Conflict-Resolution Strategy

- Embedding conflict resolution in company culture
- Continuous learning and feedback mechanisms
- Developing **actionable conflict resolution plans** for the workplace

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 28, 2025	May 2, 2025	5 days	4250.00 \$	UAE - Dubai
June 16, 2025	June 20, 2025	5 days	4950.00 \$	England - London
Oct. 20, 2025	Oct. 24, 2025	5 days	4250.00 \$	UAE - Dubai