



Management And Leadership

Conflict Management

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.

Conflict resolution involves recognizing and managing a particular conflict. This is an essential part of nurturing your relationships. To maintain your competitive advantage, you need the entire organization to focus on developing conflict resolution strategies to quickly and effectively resolve conflict, while building trust and commitment with clients and colleagues. This training course is designed for participants seeking to learn the concepts and strategies of effective conflict resolution and management.

Target Audience

Leaders, managers, entrepreneurs, professionals, and project workers with or without formal project management training will improve project management skills and knowledge and will be ready to stand for formal certification.

Learning Objectives

By the end of this training course, participants will be able to:

- Describe the sources, causes and types of conflict
- Master all phases of the conflict resolution process apply conflict resolution approaches
- Discuss how to use parts of the conflict resolution process to recognize and prevent conflict before it escalates
- Develop communication tools such as agreement frames and open questions

- Identify practical anger and stress management techniques.

Course Outline

• 01 Day One

WHAT IS CONFLICT?

- How conflicts evolve?
- The consequences of conflicts
- What is the life cycle of conflicts?
- How conflicts escalate?

HANDLING CONFLICTS

- How can you approach a conflict?
- Advantages and disadvantages of approaching conflicts
- Different Conflict styles management
- Systematically analyse conflicts based on the benefits to you or the other party and how to use this knowledge to resolve them?
- How to decline a request while avoiding conflicts?

IDENTIFY THE REAL ISSUE

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

• 02 Day Two

HOW TO MANAGE EMOTIONS?

- How emotions affect discussions?
- Avoiding emotional decision making
- Anger management in resolving conflicts

- Psychological tactics used in conflicts and know how to respond to them when used on you, or exploit them yourself.

HOW TO RESPOND TO ESCALATING SITUATIONS?

- What approaches are used in a discussion to win the conflict?
- How to respond to such approaches when used on you?
- Proper Reactions to arrogance, vague statements, personality attacks, exaggerations and many other commonly used tactics in conflict.
- Valuing, respecting and acknowledging personal boundaries
- Clarifying personal boundaries that enable strong relationships

• 03 Day Three

NEGOTIATION SKILLS

- Effective Negotiation to a win/win outcome
- What is Principled Negotiation?
- Negotiation strategies to resolve conflicts

• 04 Day Four

PREVENT CONFLICTS

- What systems should be put in place in organisations to prevent destructive conflicts?
- Resources of managing conflicts efficiently
- What kind of third-party interventions exist and how can you use them to resolve conflict?

• 05 Day Five

EVALUATE AND TAKE ACTION

- Evaluating the Current Situation
- Choosing Appropriate Actions
- Design an Effective Process
- Implement the Action Plan

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 12, 2025	May 16, 2025	5 days	4250.00 \$	UAE - Dubai
Aug. 18, 2025	Aug. 22, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Oct. 6, 2025	Oct. 10, 2025	5 days	4950.00 \$	Spain - Madrid