MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

STRATEGIES FOR SUCCESSFUL COMMUNICATIONS & CONFLICT MANAGEMENT

"Mastering Essential Skills for Clear Communication and Constructive Conflict Resolution in the Workplace"

Schedule

Date	Venue	Fees (Face-to-Face)
02 – 03 Sep 2026	Dubai, UAE	USD 1995 per delegate

Introduction

Effective communication and conflict management are vital for creating productive workplaces, building strong teams, and achieving organizational goals. In today's fast-paced environment, professionals at all levels must be equipped with tools to clearly convey their ideas, actively listen, manage stress, and resolve disagreements respectfully.

This dynamic 2-day course provides participants with practical strategies to enhance their communication styles and turn conflicts into opportunities for collaboration. Through interactive sessions and hands-on exercises, delegates will gain actionable insights to lead conversations with confidence, defuse tense situations, and foster a culture of openness and trust.

Objectives

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

- Identify communication barriers and apply techniques for effective workplace dialogue.
- Use active listening, assertiveness, and emotional intelligence in everyday interactions.
- Recognize conflict triggers and apply structured approaches to conflict resolution.
- Manage difficult conversations and provide constructive feedback.
- Improve team dynamics and build stronger interpersonal relationships.

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Why Attend

- Develop confidence in handling tough conversations and workplace tension.
- Enhance your leadership impact through improved communication skills.
- Foster collaboration and reduce miscommunication within teams.
- Learn techniques that promote psychological safety and team alignment.
- Receive practical tools for immediate application at work.

Target Audience

This program is designed for:

- Team leaders, supervisors, and managers.
- HR professionals and organizational development officers.
- Project managers and team coordinators.
- Employees seeking to enhance communication and interpersonal skills.
- Anyone involved in managing people or working in cross-functional teams.

Individual Benefits

Key competencies that will be developed include:

- Increased self-awareness and emotional intelligence.
- Effective communication in high-pressure or emotionally charged situations.
- Conflict de-escalation techniques and mediation skills.
- Constructive feedback and assertive speaking practices.
- Stronger teamwork and collaboration competencies.

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved internal communication and information flow.
- Reduced workplace conflict and tension.
- Stronger, more resilient teams and positive culture.
- Higher employee engagement and retention through better leadership communication.

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Insights on communication models, conflict resolution frameworks, and leadership alignment.
- Case Studies – Real-life examples of successful conflict resolution and miscommunication failures.
- Workshops – Role-playing, feedback exercises, and group problem-solving.
- Peer Exchange – Group reflections on communication breakdowns and lessons learned.
- Tools – Templates and communication checklists for difficult conversations and feedback delivery.

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Course Outline

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Building a Foundation for Effective Communication

- Module 1: Communication Essentials (07:30 – 09:30)
- Communication styles and how they impact workplace dynamics.
- Identifying and overcoming communication barriers.
- Verbal and non-verbal communication techniques.
- Module 2: Active Listening & Emotional Intelligence (09:45 – 11:15)
- Components of active listening and how to apply them.
- The role of empathy and emotional regulation in communication.
- Developing self-awareness and managing emotional triggers.
- Module 3: Workshop – Self-Assessment & Communication Style Mapping (11:30 – 01:00)
- Personal communication assessment.
- Identifying team communication strengths and gaps.
- Strategies to adapt communication styles.

Day 2: Mastering Conflict Resolution and Difficult Conversations

- Module 1: Understanding Conflict and Its Causes (07:30 – 09:30)
- Sources of workplace conflict: tasks, roles, values, and relationships.
- Types of conflict and when they become destructive.
- Positive vs negative conflict outcomes.
- Module 2: Conflict Management Strategies & Mediation (09:45 – 11:15)
- Five conflict resolution styles (Avoiding, Accommodating, Competing, Compromising, Collaborating).
- Using structured dialogue and negotiation techniques.
- The role of mediation and facilitation.
- Module 3: Workshop – Difficult Conversations Roleplay (11:30 – 01:00)
- Planning and delivering difficult feedback.
- Practice in handling emotionally charged discussions.
- Peer debriefing and action planning.

Certification

Participants will receive a Certificate of Completion in Strategic Communication and Conflict Management, validating their expertise in applying professional communication techniques and resolving workplace conflict constructively.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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