

COMMUNICATION & CONFLICT MANAGEMENT

“Mastering Constructive Dialogue and Resolving Disagreements with Confidence and Clarity”

Schedule

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

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Effective communication is the foundation of leadership, collaboration, and trust. Yet, even in the most professional environments, unresolved conflict and poor communication can derail relationships, reduce productivity, and damage morale.

This powerful two-day program equips professionals with the tools to communicate clearly, listen actively, and resolve conflict in a respectful and results-oriented manner. Whether navigating tough conversations, de-escalating disputes, or aligning diverse perspectives, participants will walk away with practical frameworks to influence, engage, and lead through dialogue.

Objectives

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

- Understand and adapt to different communication styles.
- Express thoughts, needs, and concerns assertively and respectfully.
- Navigate workplace conflict using structured approaches.
- Handle emotional triggers, defensiveness, and misunderstandings.
- Build trust, rapport, and psychological safety in communication.
- Facilitate feedback, negotiation, and resolution conversations.

Why Attend

- Gain confidence in speaking up and facilitating challenging discussions.
- Reduce miscommunication and interpersonal friction at work.
- Learn frameworks for giving and receiving feedback without defensiveness.
- Transform conflict into collaboration through empathy and structure.
- Strengthen your leadership presence and emotional intelligence.

Target Audience

This program is designed for:

- Managers, supervisors, and team leaders
- Project and functional team members
- HR professionals, coaches, and facilitators
- Customer-facing professionals and client advisors
- Anyone seeking to enhance workplace communication and resolve conflict constructively

Individual Benefits

Key competencies that will be developed include:

- Assertiveness and clarity in messaging
- Emotional regulation and active listening
- Conflict de-escalation and resolution techniques
- Giving and receiving performance feedback
- Dialogue framing and confidence under pressure

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Healthier communication climates within teams
- Faster resolution of misunderstandings and disputes
- More consistent and constructive feedback practices
- Stronger relationships across functions and levels
- Higher employee engagement and psychological safety

Instructional Methodology

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

- Communication Style Assessments – Identify and understand your style
- Role-Plays – Simulated conflict and feedback conversations
- Tools – SBIN, DESC, active listening, and emotional control frameworks
- Peer Dialogue – Feedback loops, coaching, and scenario sharing
- Case Studies – Workplace breakdowns and resolution journeys
- Personal Reflection – Confidence tracking and communication plans

Course Outline

Training Hours: 7:30 AM - 3:30 PM

Daily Format : 3-4 Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Communication Foundations and Style Awareness

• **Module 1: The Power of Communication in the Workplace (07:30 - 09:30)**

- Verbal and non-verbal impact
- Communication breakdowns and productivity loss
- Understanding the message loop

• **Module 2: Communication Styles and Adaptability (09:45 - 11:15)**

- Passive, aggressive, assertive, and passive-aggressive styles
- Reading others and flexing your style
- Barriers to effective communication

• **Module 3: Emotional Intelligence in Dialogue (11:30 - 01:00)**

- Managing your emotional triggers
- Developing empathy and curiosity
- Responding vs. reacting

• **Module 4: Workshop - Personal Style Mapping (02:00 - 03:30)**

- Use of a style assessment to identify communication strengths and gaps
- Practice adapting communication to different profiles

Day 2: Conflict Navigation and Constructive Dialogue

• **Module 5: Understanding and Diagnosing Conflict (07:30 - 09:30)**

- Sources of workplace conflict
- Healthy vs. destructive conflict
- Assessing your conflict response style

• **Module 6: Conflict Resolution Tools and Models (09:45 - 11:15)**

- DESC, SBIN, and LEAD frameworks
- Language that lowers defensiveness
- Agreement-building and negotiation anchors

• **Module 7: Feedback Conversations and Difficult Topics (11:30 - 01:00)**

- Feedback that drives change, not resistance
- Handling criticism and pushback
- Timing, tone, and empathy in delivery

• **Module 8: Simulation - Conflict Resolution Practice (02:00 - 03:30)**

- Partner exercise using real-life scenarios
- Debrief with peer and facilitator feedback

Certification

Participants who complete the program will receive a Certificate of Completion in **Communication & Conflict Management**, recognizing their ability to engage in effective, assertive, and emotionally intelligent conversations that improve relationships and resolve tensions constructively.

Why Choose MAWA Events

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