

## FACILITATING CONFLICT RESOLUTION IN THE WORKPLACE

*“Equipping Leaders and Teams with Tools to Navigate, Mediate, and Resolve Conflict Constructively”*

### Schedule

Date	Venue	Fees (Online)
12 Feb 2026	Online (Live Virtual)	USD 450 per delegate
26 Mar 2026	Online (Live Virtual)	USD 450 per delegate

### Introduction

Workplace conflict is inevitable—but it doesn't have to be destructive. When managed properly, conflict can lead to innovation, clarity, and stronger relationships. However, left unresolved, it often escalates, disrupts teams, and undermines productivity and morale.

This 1-day live virtual course helps leaders, HR professionals, and team members understand the sources of conflict, recognize their own conflict style, and develop practical facilitation techniques to resolve issues calmly and constructively. It focuses on mediation, communication, and structured dialogue to foster lasting resolution and psychological safety.

### Objectives

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

- Identify common causes of workplace conflict and early warning signs
- Understand different conflict styles and how they influence behavior
- Facilitate structured conversations that de-escalate tension and build understanding
- Apply effective mediation and problem-solving techniques in real scenarios
- Build a team culture that prevents conflict escalation and encourages openness

## Why Attend

- Gain confidence in handling interpersonal tensions and group conflicts
- Learn step-by-step methods to mediate and resolve disputes effectively
- Minimize the impact of unresolved conflict on team morale and productivity
- Strengthen your communication, empathy, and neutrality as a leader or peer
- Foster a healthier, more psychologically safe work environment

## Target Audience

This program is designed for:

- Managers, supervisors, and team leaders
- HR professionals and employee relations officers
- Project managers and team facilitators
- Staff members seeking to improve workplace collaboration
- Anyone involved in mediating or navigating workplace conflict

## Individual Benefits

Key competencies that will be developed include:

- Conflict resolution and mediation skills
- Emotional intelligence and self-awareness
- Constructive communication under stress
- Active listening and reframing techniques
- Facilitation of difficult conversations

## Organizational Benefits

Key competencies that will be developed include:

- Conflict resolution and mediation skills
- Emotional intelligence and self-awareness
- Constructive communication under stress
- Active listening and reframing techniques
- Facilitation of difficult conversations

## Instructional Methodology

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

- Strategy Briefings - Conflict resolution theory, behavioral models, and best practices
- Mini Case Studies - Workplace conflict scenarios and resolution outcomes
- Workshops - Conflict style assessments, mediation roleplays, and resolution planning
- Peer Exchange - Group reflection and facilitation feedback
- Tools - Mediation templates, conflict conversation guides, and resolution checklists

## Course Outline

**Delivery Format: Online (Live)** | Platform: Zoom, WebEx or Microsoft Teams **Training Hours: 07:30 AM - 03:30 PM** Coffee

Breaks: 09:30 & 11:15 | Lunch Break: 01:00 - 02:00

- **Module 1: Understanding Conflict (07:30 - 09:30)** • Types and stages of workplace conflict • Recognizing early signs and root causes • The cost of unresolved issues
- **Module 2: Conflict Styles and Triggers (09:45 - 11:15)** • The Thomas-Kilmann conflict model • Identifying your own conflict style • How emotions and assumptions drive escalation
- **Module 3: Facilitating Constructive Resolution (11:30 - 01:00)** • Creating safety and neutrality as a facilitator • Structuring a conflict resolution conversation • Active listening and reframing techniques
- **Module 4: Final Simulation - Conflict Mediation Roleplay (02:00 - 03:30)** • Live roleplay based on real workplace challenges • Peer feedback and resolution planning • Personal action plan for conflict facilitation

## Certification

Participants will receive a Certificate of Completion in Facilitating Conflict Resolution in the Workplace, recognizing their ability to guide constructive dialogue, mediate differences, and foster healthier team relationships.

## Why Choose MAWA Events

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### In-House / Customized Training

Interested in running this course for your team?

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TEL:

**+601116373203**

EMAIL:

**info@mawaevents.net**

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