

## CONFLICT RESOLUTION - GETTING ALONG IN THE WORKPLACE

*"Master the skills to resolve conflicts, build trust, and create a harmonious work environment."*

### Schedule

Date	Venue	Fees (Online)
16 Jul 2026	Online	USD 450 per delegate

### Introduction

This 1-day online course equips participants with essential conflict resolution skills to handle disagreements effectively and foster a positive workplace atmosphere. Participants will explore the causes of conflict, learn practical communication strategies, and develop techniques to navigate challenging conversations.

By the end of the course, attendees will be better prepared to manage workplace tensions, prevent escalation, and promote collaboration and understanding.

### Objectives

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

- Understand the root causes and types of workplace conflict.
- Apply proven strategies to resolve disputes constructively.
- Communicate effectively under pressure.
- Manage emotions and maintain professionalism during conflict.
- Foster a positive and collaborative team environment.

## Why Attend

- Learn how to handle disagreements confidently and respectfully.
- Improve teamwork and collaboration across departments.
- Reduce workplace stress and tension.
- Enhance your leadership and problem-solving abilities.
- Build stronger, more resilient workplace relationships.

## Target Audience

This program is designed for:

- Managers, supervisors, and team leaders handling workplace disputes.
- HR professionals responsible for employee relations.
- Team members seeking to improve communication and collaboration.
- Anyone interested in mastering conflict resolution techniques.

## Individual Benefits

Key competencies that will be developed include:

- Improved conflict management and negotiation skills.
- Enhanced emotional intelligence and self-regulation.
- Stronger communication and listening abilities.
- Increased confidence in handling difficult conversations.
- Better relationship-building across teams and stakeholders.

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Reduced workplace conflicts and improved morale.
- Enhanced team performance and productivity.
- Stronger collaboration and interdepartmental cooperation.
- Improved employee engagement and retention.
- A healthier, more positive organizational culture.

## Instructional Methodology

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

- Strategy Briefings - Exploring conflict types, triggers, and resolution models.
- Case Studies - Analyzing real-world workplace disputes and resolutions.
- Workshops - Practicing communication and negotiation techniques.
- Peer Exchange - Sharing conflict experiences and solutions with peers.
- Tools - Conflict resolution templates, checklists, and action plans.

## Course Outline

**Training Hours:** 9:00 AM – 4:00 PM **Format:** 3 Learning Modules | Breaks: 11:00 & 2:00

### Day 1: Conflict Resolution – Getting Along in the Workplace

- Module 1: Understanding Conflict (09:00 – 11:00)
  - Identifying sources and types of workplace conflict.
  - Recognizing conflict escalation patterns.
  - Understanding the impact of unresolved conflict.
- Module 2: Communication and Resolution Techniques (11:15 – 1:15)
  - Active listening and assertive communication strategies.
  - Applying conflict resolution frameworks.
  - Practicing negotiation and compromise.
- Module 3: Building a Collaborative Workplace (2:00 – 4:00)
  - Creating a culture of respect and understanding.
  - Managing ongoing disagreements effectively.
  - Developing a personal conflict resolution action plan.

## Certification

Participants will receive a Certificate of Completion in Conflict Resolution – Getting Along in the Workplace, validating their ability to effectively manage and resolve conflicts for stronger workplace relationships.

## 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:

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