

ADVANCED CONFLICT RESOLUTION AND CHANGE MANAGEMENT STRATEGIES

“Turn Conflict into Collaboration and Lead Change with Confidence.”

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

In today’s fast-paced and dynamic workplace, change and conflict are inevitable. How leaders and professionals handle these challenges determines the success and stability of their teams and organizations. The Advanced Conflict Resolution and Change Management Strategies course provides participants with the knowledge and tools to manage interpersonal and organizational conflicts effectively while leading and adapting to change with resilience and foresight.

This course integrates practical frameworks of emotional intelligence, communication, and strategic leadership to equip participants with advanced techniques for resolving disputes, managing resistance, and fostering a culture of cooperation and adaptability. Through case studies, group activities, and simulations, participants will gain hands-on experience in transforming conflicts into opportunities for growth and driving positive organizational change.

Objectives

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

- Understand the nature, sources, and dynamics of workplace conflict.
- Apply proven strategies for conflict prevention, negotiation, and resolution.
- Enhance communication and emotional intelligence for managing disputes.
- Recognize the importance of change management in organizational success.
- Analyze and implement effective change management models and frameworks.
- Manage employee resistance and foster acceptance during transitions.
- Build a positive, collaborative, and adaptive organizational culture.
- Lead and sustain successful change initiatives in complex environments.

Why Attend

Conflict and change are not obstacles—they are opportunities for innovation and improvement when managed effectively. This course empowers professionals to handle workplace challenges constructively and lead transformation with clarity and confidence. Participants will learn to bridge communication gaps, resolve tensions, and implement structured change processes that ensure long-term stability and growth.

Target Audience

This course is ideal for:

- Managers, Supervisors, and Team Leaders
- HR Professionals and Organizational Development Practitioners
- Project Managers and Change Agents
- Senior Executives and Department Heads
- Employees involved in managing teams or implementing change initiatives
- Anyone seeking to improve conflict resolution and leadership capabilities

Individual Benefits

- Gain confidence in managing and resolving workplace conflicts effectively.
- Improve emotional intelligence, empathy, and active listening skills.
- Learn to communicate calmly and assertively during challenging situations.
- Strengthen problem-solving and decision-making capabilities.
- Develop the ability to lead and support others through organizational change.
- Enhance professional credibility and leadership potential.

Organizational Benefits

- Reduce workplace tension, stress, and unproductive conflict.
- Improve collaboration and communication across departments.
- Enhance adaptability and acceptance of organizational changes.
- Strengthen employee engagement and morale during transitions.
- Build resilient teams capable of managing continuous improvement.
- Support long-term organizational stability and innovation.

Instructional Methodology

The training uses an interactive, experiential approach combining theory and practice through:

- Facilitator-led discussions and concept briefings
- Group activities, simulations, and case studies
- Role-playing exercises for real-life conflict scenarios
- Practical change management exercises and frameworks
- Reflective learning, coaching, and personalized feedback
- Action planning for application in workplace settings

Course Outline

- Module 1: Understanding the Nature and Types of Conflict
- Module 2: Emotional Intelligence and Communication in Conflict Management
- Module 3: Conflict Resolution Styles and Negotiation Techniques
- Module 4: Mediation, Assertiveness, and Collaborative Problem-Solving
- Module 5: Understanding Organizational Change and Its Challenges
- Module 6: Models and Frameworks of Change Management (Kotter, ADKAR, Lewin)
- Module 7: Overcoming Resistance and Building Stakeholder Buy-In
- Module 8: Leading Change – Strategy, Vision, and Motivation
- Module 9: Building a Culture of Continuous Improvement and Adaptability
- Module 10: Capstone Activity – Conflict and Change Simulation Workshop

Certification

Upon successful completion, participants will receive a Certificate in Advanced Conflict Resolution and Change Management Strategies, acknowledging their proficiency in handling workplace conflicts, managing transitions, and leading change with confidence and strategic insight.

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?

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