

BEST PRACTICES IN CONFLICT RESOLUTION AND ADAPTABILITY

“Build Harmony, Strengthen Relationships, and Thrive Amid Change.”

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, conflict and change are inevitable. How individuals and organizations handle these challenges determines long-term success, team cohesion, and overall productivity. The ability to manage conflict constructively and adapt effectively to changing circumstances has become a vital professional skill.

The Best Practices in Conflict Resolution and Adaptability course is designed to help participants develop the essential interpersonal, emotional, and strategic skills required to resolve disputes, maintain positive working relationships, and navigate change with confidence. Through practical exercises, interactive discussions, and real-world case studies, participants will learn proven strategies to transform conflict into collaboration and adaptability into strength.

Objectives

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

- Understand the nature, sources, and dynamics of workplace conflict.
- Identify different conflict resolution styles and when to apply them.
- Use communication and negotiation techniques to manage disputes effectively.
- Develop emotional intelligence and empathy for constructive dialogue.
- Build adaptability and resilience in times of change.
- Foster collaboration, trust, and psychological safety in teams.
- Turn conflict situations into opportunities for learning and improvement.
- Create personal and organizational strategies for continuous adaptability.

Why Attend

Conflict and change can either break teams or make them stronger — the difference lies in how they are managed. This course equips participants with practical tools and behavioral strategies to handle disagreements calmly, maintain professionalism, and adapt to evolving workplace realities. By mastering these skills, professionals can enhance teamwork, productivity, and organizational harmony, even under pressure.

Target Audience

This course is ideal for:

- Managers, Supervisors, and Team Leaders
- HR and Organizational Development Professionals
- Project Managers and Coordinators
- Customer Service Representatives
- Employees facing frequent interpersonal or organizational change
- Anyone seeking to enhance their conflict management and adaptability skills

Individual Benefits

- Gain a deeper understanding of your personal conflict-handling style.
- Learn to remain composed and solution-focused during difficult interactions.
- Develop strong adaptability and resilience under challenging conditions.
- Improve communication, emotional intelligence, and negotiation skills.
- Strengthen your ability to influence and build consensus.
- Enhance personal effectiveness and professional credibility.

Organizational Benefits

- Promote a culture of collaboration and mutual respect.
- Reduce workplace tension, grievances, and turnover.
- Improve teamwork, morale, and productivity.
- Strengthen the organization's ability to adapt to change effectively.
- Enhance decision-making and problem-solving efficiency.
- Build a positive work environment that supports innovation and growth.

Instructional Methodology

This course follows an experiential learning approach through:

- Expert-led interactive lectures and discussions
- Group exercises and role-play scenarios
- Case studies of real-world conflict resolution challenges
- Self-assessment tools for understanding behavior under stress
- Practical simulations on managing change and building adaptability
- Feedback and action planning for personal improvement

Course Outline

- Module 1: Understanding Conflict — Nature, Causes, and Impact
- Module 2: Conflict Resolution Styles and Their Application
- Module 3: Communication and Emotional Intelligence in Conflict
- Module 4: Negotiation, Mediation, and Problem-Solving Techniques
- Module 5: Managing Team Dynamics and Difficult Personalities
- Module 6: Introduction to Adaptability and Resilience at Work
- Module 7: Strategies for Thriving in a Changing Environment
- Module 8: Leading Through Conflict and Change
- Module 9: Building a Collaborative and Adaptive Workplace Culture
- Module 10: Capstone Workshop – Applying Best Practices to Real Situations

Certification

Upon successful completion, participants will receive a Certificate in Best Practices in Conflict Resolution and Adaptability, recognizing their ability to handle conflicts constructively, build resilience, and lead effectively through change in today’s evolving professional landscape.

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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