

## MANAGING CONFLICT: POWER THROUGH INFLUENCE

*“Transform Conflict into Collaboration by Mastering the Art of Influence and Emotional Intelligence.”*

### Schedule

Venue (In-house)	Fees
At Your Organization Premises	Ask For The Quotation

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

### Introduction

Conflict is an inevitable part of professional and organizational life. Whether it arises between individuals, teams, or departments, unresolved conflict can drain productivity, lower morale, and damage relationships. However, when managed effectively, conflict can stimulate innovation, strengthen trust, and improve communication.

The Managing Conflict: Power Through Influence course equips participants with the strategies and communication tools to manage disagreements constructively, build consensus, and influence outcomes positively. Instead of avoiding or suppressing conflict, participants learn how to transform tension into opportunity through empathy, influence, and strategic dialogue.

This course draws from principles of psychology, negotiation, and leadership communication to help professionals confidently handle difficult situations, navigate competing interests, and maintain positive working relationships.

### Objectives

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

- Understand the sources, types, and stages of conflict in the workplace.
- Apply proven frameworks for managing and resolving conflicts constructively.
- Strengthen emotional intelligence and active listening skills.
- Influence others without relying on authority or power.
- Communicate assertively while maintaining respect and professionalism.
- Transform conflict into collaboration through effective dialogue and negotiation.

## Why Attend

Conflict is not the problem—how it’s managed is. This course will help you turn conflict into a strategic advantage by using influence, empathy, and communication to resolve disputes before they escalate.

Whether you’re a leader, manager, or team member, you’ll gain tools to build cooperation, earn trust, and influence outcomes in any setting. You’ll also learn how to handle difficult personalities, high-pressure conversations, and emotionally charged situations with confidence and composure.

## Target Audience

This course is suitable for:

- Managers, Supervisors, and Team Leaders
- Project Managers and Department Heads
- HR and Employee Relations Professionals
- Business Executives and Negotiators
- Professionals who regularly collaborate across teams or departments
- Anyone seeking to enhance communication and conflict management skills

## Individual Benefits

- Learn to remain calm, composed, and effective under pressure.
- Improve interpersonal communication and emotional intelligence.
- Gain confidence in managing and resolving workplace disagreements.
- Develop strategies to influence others positively without authority.
- Strengthen leadership presence and credibility in challenging situations.
- Build stronger, more respectful professional relationships.

## Organizational Benefits

- Enhance collaboration and teamwork across departments.
- Reduce time and resources lost to unproductive conflict.
- Build a culture of open communication, respect, and accountability.
- Increase employee engagement and morale through trust-based leadership.
- Improve decision-making and innovation through constructive dialogue.
- Foster a positive and conflict-resilient organizational culture.

## Instructional Methodology

This program employs a highly interactive and experiential learning approach, including:

- Real-life conflict management case studies
- Role-playing and simulation of difficult conversations
- Self-assessment tools to identify conflict styles
- Video examples and group discussions
- Practical exercises for communication and persuasion
- Coaching and feedback for individual improvement

## Course Outline

### Module 1: Understanding the Nature of Conflict

- Types, causes, and stages of workplace conflict
- Positive vs. destructive conflict
- Recognizing your own conflict management style

### Module 2: Emotional Intelligence and Conflict Management

- The role of self-awareness and empathy
- Managing emotions in high-stress situations
- Building trust and psychological safety

### Module 3: Power, Influence, and Persuasion Techniques

- Understanding informal power and influence networks
- Using influence ethically to drive collaboration
- Persuasion strategies for conflict resolution

### Module 4: Communication Strategies for Resolution

- Active listening and assertive communication
- Reframing issues and finding common ground
- Managing difficult conversations with diplomacy

### Module 5: Negotiation and Mediation Skills

- Interest-based negotiation techniques
- Facilitating dialogue between conflicting parties
- Achieving win-win outcomes

### Module 6: Building a Conflict-Resilient Culture

- Preventing conflict through proactive leadership
- Encouraging open dialogue and feedback
- Sustaining long-term collaboration and trust

## Certification

Upon successful completion, participants will receive a Certificate in Managing Conflict: Power Through Influence, recognizing their proficiency in conflict resolution, influence-based leadership, and collaborative communication skills.

## 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.

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