

MASTERING THE ART OF CONFLICT MANAGEMENT

“Turning Conflict into Opportunity”

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 any workplace, but when managed effectively, it can become a powerful source of innovation, understanding, and growth. The Mastering the Art of Conflict Management course equips professionals with the tools and strategies to handle disagreements constructively, promote collaboration, and transform potential conflicts into productive outcomes.

This training helps participants understand the nature of conflict, recognize personal conflict styles, and apply proven communication and negotiation techniques to achieve win-win results.

Objectives

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

- Understand the causes and dynamics of workplace conflict.
- Identify personal and team conflict management styles.
- Apply effective communication techniques during difficult conversations.
- Resolve disputes using collaborative and solution-focused approaches.
- Manage emotions and maintain professionalism under pressure.
- Build trust and strengthen working relationships through positive conflict handling.

Why Attend

This course enables professionals to turn tension into teamwork. By mastering conflict resolution techniques, participants can prevent misunderstandings, improve relationships, and foster a more positive and productive work environment.

Target Audience

- Managers, team leaders, and supervisors
- HR professionals and project coordinators
- Employees involved in team-based work
- Anyone seeking to improve workplace harmony and communication

Individual Benefits

- Gain confidence in handling disagreements and difficult people.
- Improve emotional control and active listening skills.
- Strengthen negotiation and persuasion techniques.
- Foster mutual respect and trust in relationships.
- Learn to turn workplace tension into collaboration.

Organizational Benefits

- Reduce workplace stress and disruptions caused by conflict.
- Improve teamwork and morale across departments.
- Encourage open communication and problem-solving.
- Enhance productivity and employee engagement.
- Create a positive, respectful, and cooperative culture.

Instructional Methodology

- Interactive discussions and real-life case studies
- Role-plays and conflict simulation exercises
- Group problem-solving and negotiation activities
- Reflective self-assessment tools
- Continuous instructor feedback and coaching

Course Outline

- Module 1: Understanding the Nature and Causes of Conflict
- Module 2: Conflict Management Styles and Self-Assessment
- Module 3: Communication Tools for Conflict Resolution
- Module 4: Managing Emotions and Building Empathy
- Module 5: Negotiation and Mediation Techniques
- Module 6: Turning Conflict into Collaboration
- Module 7: Handling Difficult People and Situations
- Module 8: Creating a Positive Conflict-Management Culture

Certification

Upon successful completion, participants will receive a Certificate in Mastering the Art of Conflict Management, recognizing their ability to resolve disputes effectively, build stronger relationships, and promote harmony in the workplace.

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:

TEL:

+601116373203

EMAIL:

info@mawaevents.net

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