MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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WORKPLACE CONFLICT MANAGEMENT & RESOLUTION

"Transforming Conflict into Collaboration and Positive Outcomes."

Schedule

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

Introduction

Conflict is a natural part of any workplace, but when managed effectively, it can lead to innovation, stronger relationships, and improved teamwork. The Workplace Conflict Management & Resolution course equips participants with practical tools and strategies to handle disagreements constructively, promote understanding, and create a harmonious work environment.

This program focuses on identifying conflict sources, improving communication, managing emotions, and applying resolution techniques that foster cooperation and mutual respect. Through case studies and interactive exercises, participants will learn how to turn conflict into an opportunity for growth and collaboration.

Objectives

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

- Understand the nature and causes of workplace conflict.
- Recognize different conflict styles and resolution approaches.
- Communicate effectively to manage and prevent conflicts.
- Apply negotiation and mediation techniques to resolve disputes.
- Manage emotional triggers and maintain professionalism under pressure.
- Build a positive and collaborative workplace culture

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Why Attend

Unresolved conflict can lead to stress, low morale, and reduced productivity. This course helps professionals develop the confidence and skills to manage conflict proactively, ensuring better teamwork, communication, and organizational success.

Target Audience

- Managers, supervisors, and team leaders
- HR professionals and employee relations specialists
- Project managers and coordinators
- Anyone who works in team-based or high-pressure environments

Individual Benefits

- Gain confidence in handling difficult conversations.
- Improve communication and listening skills.
- Reduce stress and maintain professionalism during conflict.
- Strengthen relationships and teamwork.
- Develop emotional intelligence and self-awareness.

Organizational Benefits

- Reduced workplace tension and disputes.
- Increased productivity and employee satisfaction.
- Stronger collaboration and team performance.
- Improved retention through a positive work culture.
- More effective and empathetic leadership.

Instructional Methodology

- Interactive workshops and group discussions
- Role-plays and real-life conflict scenarios
- Self-assessment and reflection exercises
- Mediation and negotiation practice sessions
- Case studies and feedback-based learning

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Course Outline

Module 1: Understanding the Nature of Workplace Conflict

Module 2: Identifying Causes and Types of Conflict

Module 3: Conflict Management Styles and Strategies

Module 4: Communication Skills for Conflict Resolution

Module 5: Emotional Intelligence and Managing Reactions

Module 6: Negotiation and Mediation Techniques

Module 7: Dealing with Difficult People and Situations

Module 8: Preventing Conflict through Proactive Leadership

Module 9: Building a Culture of Respect and Collaboration

Module 10: Developing a Personal Conflict Resolution Action Plan

Certification

Upon successful completion, participants will receive a Certificate in Workplace Conflict Management & Resolution, acknowledging their ability to manage conflicts professionally and create positive, productive 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:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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