



HARNESS THE POWER  
OF KNOWLEDGE

## **Conflict Management and Resolution Mastery**

**TRAIN**



**Introduction:**

The Conflict Management and Resolution Mastery course is designed to equip participants with the knowledge, skills, and strategies necessary to effectively identify, address, and resolve conflicts in professional settings.

This intensive five-day program will explore the root causes of conflicts, communication techniques, negotiation strategies, and the development of peaceful resolutions.

**Course Goals:**

Upon completing this course, participants will be able to:

- 1- Understand the nature and types of conflicts**
- 2- Identify common conflict triggers and root causes**
- 3- Apply effective communication techniques to manage and de-escalate conflicts**
- 4- Utilize negotiation and mediation skills to reach mutually acceptable resolutions**
- 5- Create a conflict resolution action plan for their workplace**
- 6- Foster a culture of open communication and conflict resolution**

**Course Structure:****Day 1: Understanding Conflict**

- Introduction to Conflict Management
- Types and Stages of Conflict
- Causes and Consequences of Conflict in the Workplace
- Conflict Resolution Approaches
- Conflict Styles Assessment
- Group Exercise: Analyzing Conflict Scenarios

**Day 2: Effective Communication in Conflict Management**

- Active Listening Skills
- Nonverbal Communication in Conflict
- Empathetic Communication Techniques
- Assertive vs Aggressive Communication
- Managing Emotions During Conflict
- Role-Playing: Effective Communication in Conflict

**Day 3: Negotiation and Mediation Skills**

- Introduction to Negotiation
- Principled Negotiation (The Harvard Method)
- BATNA and ZOPA Concepts
- Mediation Process and Techniques
- Role of the Mediator
- Case Studies and Simulated Mediation Sessions

**Day 4: Conflict Resolution Strategies**

- Collaborative Problem-Solving
- Win-Win Conflict Resolution

- Conflict Resolution Models and Tools
- Building Trust in Conflict Resolution
- Dealing with Difficult Personalities
- Conflict Resolution Role-Play Exercises

### **Day 5: Implementing Conflict Management in the Workplace**

- Developing a Conflict Resolution Action Plan
- Conflict Prevention Strategies
- Establishing a Conflict Resolution Team
- Conflict Resolution Policy and Procedures
- Creating a Culture of Open Communication