Effective Conflict Management

Syllabus / Course Outline

1. Course Description

This course equips participants with the essential skills to manage, resolve, and prevent workplace conflicts effectively. It provides practical tools to identify the root causes of conflict, communicate clearly under pressure, handle difficult personalities, and turn disagreements into opportunities for collaboration. Participants will learn structured conflict resolution strategies that can be applied across teams, departments, and organizational levels.
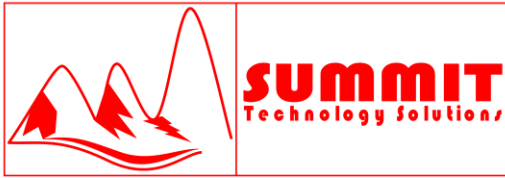
2. Learning Objectives

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

- Identify the causes, types, and early signs of workplace conflict.

- Apply structured conflict resolution techniques in various situations.

- Communicate assertively and professionally during disagreements.

- Manage emotionally charged conversations and difficult personalities.

- Transform conflicts into productive discussions that lead to solutions.

- Reduce team misunderstandings and foster a collaborative work environment.

- Develop a personal approach to managing conflict effectively.

3. Target Audience

- Supervisors, Team Leaders, Managers

- Executives and staff involved in teamwork or cross-functional roles

- HR, Operations, Customer Service, and Administration personnel

- Project teams and departments where collaboration is essential

- Anyone seeking to improve communication and reduce workplace conflict

4. Course Outline

Module 1: Understanding Workplace Conflict

- What is conflict?
- Productive vs. destructive conflict
- Sources and early warning signs of conflict
- Impact of unmanaged conflict on performance and morale
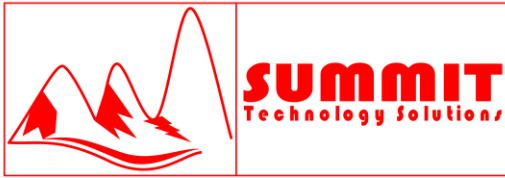
Module 2: Types and Dynamics of Conflict

- Interpersonal, task, and process conflicts
- Conflict styles (Thomas–Kilmann Model)
- How personality and communication styles influence conflict

Module 3: Communication Techniques for Conflict Resolution

- Assertive vs. passive vs. aggressive communication
- Active listening skills
- Clarifying misunderstandings
- Using empathy to reduce tension

Module 4: Conflict Resolution Models and Tools

- 5-step conflict resolution process
- Interest-based conflict resolution
- Win-win negotiation approach
- Root cause identification techniques

Module 5: Handling Difficult Personalities & Emotional Situations

- Dealing with dominant, passive, or defensive individuals

- Managing emotional reactions

- De-escalation strategies

- Maintaining professionalism under pressure

Module 6: Managing Conflict in Teams

- Facilitating team discussions

- Encouraging openness and psychological safety

- Preventing recurring conflicts

- Building trust and accountability within teams

Module 7: Manager's Role in Conflict Management

- When to intervene as a leader

- Mediation techniques

- Setting boundaries and expectations

- Ensuring fair and consistent resolution

Module 8: Practical Application & Action Plan

- Case studies and real-life scenarios

- Role-play sessions

- Personal conflict management improvement plan

- Commitment to ongoing communication effectiveness