GLOBAL TRAINING INSTITUTE

Effective Conflict Management: Mastering Difficult Situations



GTI - Coordination Office and International Relations (Accredited Programs)

Course Description

The Effective Conflict Management: Mastering Difficult Situations training course is designed to equip leaders and managers with the skills necessary to effectively manage conflict within their organizations. Recognizing that conflict can be a source of competitive advantage when handled appropriately, this course focuses on building high-trust cultures and employing strategies derived from the latest research in Emotional Intelligence, psychology, and communication. Participants will learn to navigate interpersonal and strategic conflicts, enhancing their ability to foster constructive dialogue and resolution.

Who Should Attend

This course is suitable for a wide range of ambitious professionals, including:

- Managers and Team Leaders
- Leaders and Supervisors responsible for conflict resolution
- Junior and Middle Managers seeking to enhance their conflict management skills

Course Objectives

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

- Identify common types and sources of conflict in the workplace.
- Understand personal and others' personality profiles and their impact on conflict.
- Recognize emotional triggers and responses related to conflict.
- Differentiate between assertive, passive, and aggressive behaviors.
- Employ effective techniques to manage difficult people and situations.
- Structure meetings and communications to encourage healthy debate and reduce negative conflict.
- Utilize conflict management strategies to enhance team productivity and morale.

Course Content

Understanding Conflict and Difficult Situations

- Defining the nature, types, and causes of conflict.
- Exploring the role of Emotional Intelligence in conflict management.
- Utilizing frameworks to understand individual and group motivations.

Advanced Interpersonal Skills for Conflict Management

- Mastering effective communication and active listening techniques.
- Building rapport and trust with colleagues.
- Understanding personality preferences to improve conflict resolution.

Persuasion, Influence, and Negotiation Techniques

- Psychological insights into behavior and perception in conflict.
- Developing assertiveness and negotiation skills.
- Utilizing persuasion strategies to facilitate positive outcomes.

Handling Difficult Conversations

- Identifying types of challenging conversations and effective strategies for resolution.
- Structuring crucial conversations for optimal results.
- Managing strong emotions and employing coaching techniques.

Managing Organizational Conflict and Culture

- Understanding the elements of organizational culture and its impact on conflict.
- Establishing values and behaviors that promote a high-trust environment.
- Implementing alternative dispute resolution strategies to enhance workplace harmony.