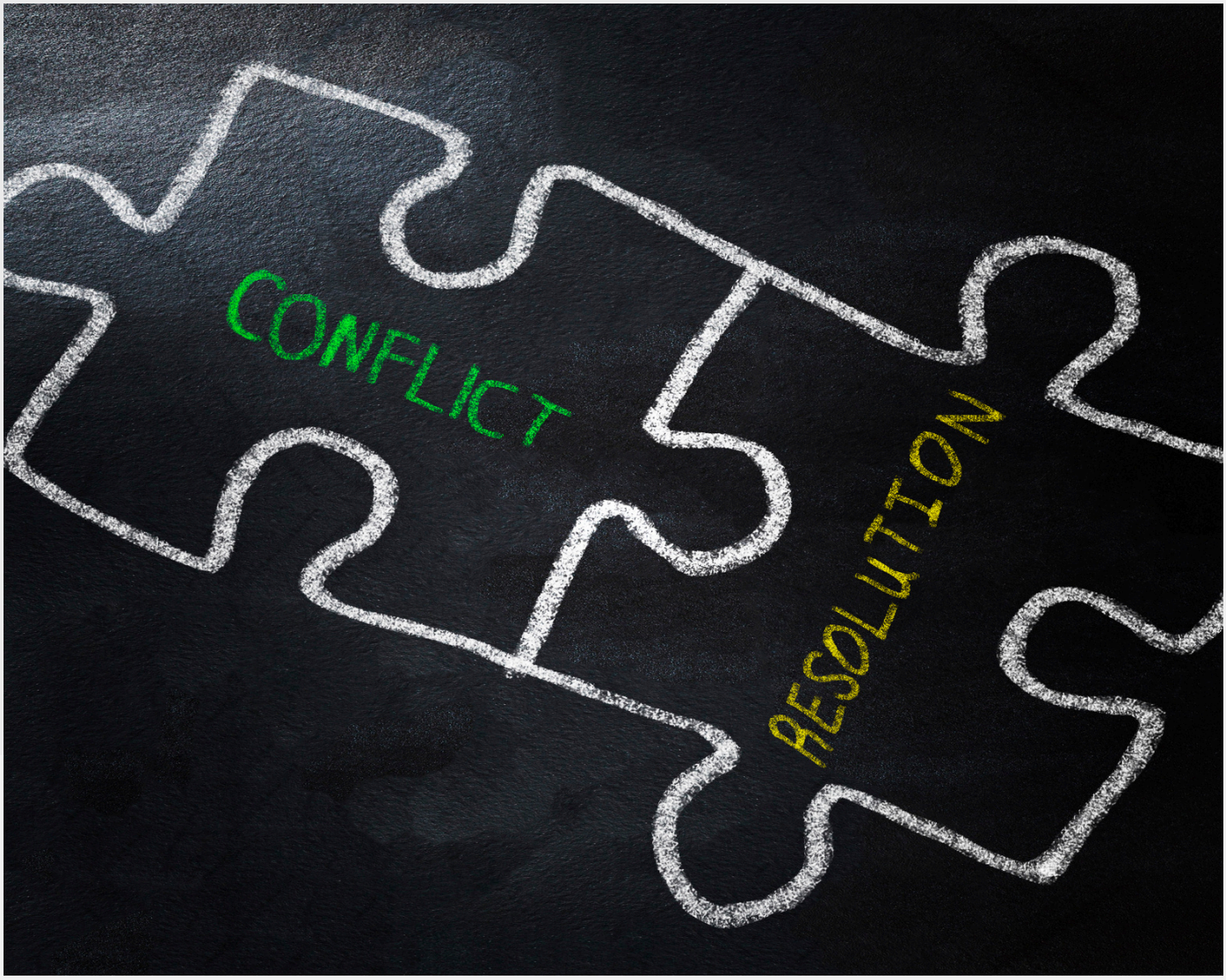
GLOBAL TRAINING INSTITUTE

Conflict Management and Resolution Essentials



GTI - Coordination Office and International Relations (Accredited Programs)

Course Description

The Conflict Management and Resolution Essentials course provides participants with practical techniques and strategies to effectively manage interpersonal conflicts in the workplace. This interactive program emphasizes understanding the nature of conflict, diagnosing its types, and applying successful management strategies. Through hands-on activities, role-plays, and group discussions, attendees will learn to navigate conflicts constructively, enhancing communication skills and fostering positive relationships in professional settings.

Who Should Attend

This course is suitable for:

- All staff members involved in resolving interpersonal differences at work
- Team leaders and managers seeking to improve conflict management skills
- Human resources professionals
- Employees looking to enhance their communication and negotiation abilities

Course Objectives

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

- Define conflict and its various types, along with their underlying causes.
- Diagnose the nature of conflicts using a structured approach.
- Implement successful conflict management strategies tailored to specific situations.
- Employ effective communication techniques for resolving disputes.
- Develop flexible responses to personal and professional conflicts.
- Practice applying models and techniques to manage communication behaviors in conflict scenarios.
- Enhance their overall conflict management skills to improve workplace relationships.

Course Content

Developing Conflict Awareness

- Recognizing the difference between disagreement and conflict.
- Understanding the five levels of conflict and barriers to resolution.

Response to Conflict

- Identifying personal feelings and actions in response to conflict.
- Utilizing the validation process and distinguishing between listening to thoughts and feelings.

Conflict Strategies

- Identifying preferred strategies for responding to conflict.
- Exploring appropriate techniques to reduce or manage conflict.

Moving Beyond Conflict

- Understanding the distinct approaches to relationship versus content conflicts.
- Applying a disagreement model to transform disagreements into constructive discussions.

Dealing with Difficult Behavior

- Differentiating between difficult people and difficult behavior.
- Developing strategies for managing negative or aggressive behaviors effectively.