



Consulting and Training | Reach New Heights

Course Name

Best Practices in Conflict Resolution and Adaptability

Sector Name

Interpersonal Skills and Self Development

Document Type

Generated by Boostlab

[Click Here To Visit Course](#)

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

Best Practices in Conflict Resolution and Adaptability

Course Introduction

Conflict is an inevitable part of business. In situations where people have different goals and needs, conflicts arise, clashes take place, and often, as a result, intense personal animosity will result. However, conflict is not necessarily bad. If resolved effectively, a conflict can eliminate many otherwise hidden problems.

This training course is designed to provide participants with the ways of using assertiveness and adaptability skills to manage and resolve conflicts in general and at the workplace. This course will help participants improve their teams' performance and develop a work environment conducive to goal attainment.

Training Course Methodology

This training course is delivered through a highly dynamic and interactive style using contemporary approaches to learning, including experiential group activities, individual exercises, group discussions, and case studies. In addition, there would be the use of instructional modalities to accommodate a variety of executive learning styles and to improve learning and retention for application to real corporate situations.

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)

BOOST

Best Practices in Conflict Resolution and Adaptability

Target Audience

The target audience for "Best Practices in Conflict Resolution and Adaptability" includes managers, HR professionals, executives, and employees who want to enhance their conflict resolution and adaptability skills. It's ideal for those looking to improve collaboration, manage conflicts effectively, and adapt to changing business environments.

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)



Best Practices in Conflict Resolution and Adaptability

Learning Objectives

- ✓ Gain a comprehensive understanding of the ways of adapting and resolving conflicts.
- ✓ Identify causes and effects of conflicts
- ✓ Provide various conflict-resolution strategies for various types of conflicts
- ✓ Outline and manage a conflict resolution model
- ✓ Design an action plan to resolve conflicts
- ✓ Analyse and explain the impact of the right attitude on adaptability and conflict resolution

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)



Best Practices in Conflict Resolution and Adaptability

Course Outline

✓ **01 Day One**

Workplace conflict

- ✓ Definitions and types
- ✓ Scope of conflict

General conflict

- ✓ Workplace conflict

Why does conflict occur?

- ✓ Dynamics of conflict

Effects of workplace conflict

- ✓ Positive outcomes
- ✓ Negative results

Life cycle of a conflict

- ✓ Conflict and collaborative work connection

Types of workplace conflicts

- ✓ Interdependence/task-based conflicts
- ✓ Leadership conflicts
- ✓ Cultural-based conflicts
- ✓ Work styles conflicts
- ✓ Personality conflicts
- ✓ Reasons for conflict

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Best Practices in Conflict Resolution and Adaptability

Course Outline

✓ 02 Day Two

Manager's role in resolving conflicts

- ✓ Recognizing conflict
- ✓ The manager as a facilitator
- ✓ Conflict management skills
- ✓ Recognizing the correct timing for resolution
- ✓ Complaints by your staff
- ✓ An angry customer is causing a conflict
- ✓ Conflict with the boss
- ✓ Conflict in groups
- ✓ Ethical leadership in conflict

Action plan for resolving conflicts

- ✓ Constructive versus destructive
- ✓ Constructive conflict management
- ✓ Agreement frame
- ✓ Conflict handling behavior
- ✓ Perception and observation
- ✓ Psychology of conflict resolution
- ✓ Overview of anger management
- ✓ Mediation and arbitration

✓ Emotional intelligence and conflict management

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

[Click Here To visit Course](#)



Best Practices in Conflict Resolution and Adaptability

Course Outline

✓ 03 Day Three

Manager's role in resolving conflicts

- ✓ Recognizing conflict
- ✓ The manager as a facilitator
- ✓ Conflict management skills
- ✓ Recognizing the correct timing for resolution
- ✓ Complaints by your staff
- ✓ An angry customer is causing a conflict
- ✓ Conflict with the boss
- ✓ Conflict in groups
- ✓ Ethical leadership in conflict

Action plan for resolving conflicts

- ✓ Constructive versus destructive
- ✓ Constructive conflict management
- ✓ Agreement frame
- ✓ Conflict handling behavior
- ✓ Perception and observation
- ✓ Psychology of conflict resolution
- ✓ Overview of anger management
- ✓ Mediation and arbitration
- ✓ Emotional intelligence and conflict management

Adaptability and conflict resolution in a changing environment

- ✓ Definition of adaptability
- ✓ Why do we resist change?
- ✓ Controllable and uncontrollable influences
- ✓ Adaptive mindset
- ✓ Identify styles of adaptability
- ✓ Theories of adaptation and conflict management
- ✓ Guidance for managers

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Best Practices in Conflict Resolution and Adaptability

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Nov. 23, 2026	Nov. 25, 2026	3 days	3250.00 \$	UAE , Dubai
March 15, 2027	March 17, 2027	3 days	3250.00 \$	UAE , Dubai
April 25, 2027	April 27, 2027	3 days	3250.00 \$	KSA , Al Khobar
Sept. 7, 2026	Sept. 9, 2026	3 days	3950.00 \$	Austria , Vienna
Sept. 5, 2027	Sept. 9, 2027	5 days	4250.00 \$	KSA , Riyadh

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)

info@boostuae.com info@boostorg.com

Generated by BoostLab •

