



Consulting and Training | Reach New Heights

Course Name

Effective Workplace Conflict Resolution

Sector Name

HR Strategy and Training

Document Type

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Effective Workplace Conflict Resolution

Course Introduction

The 5 Strategies for Conflict Resolution in the Workplace course provides professionals with practical techniques to manage and resolve workplace conflicts effectively. Conflicts are common in organizational environments, and the ability to handle them constructively is essential for maintaining productivity and strong team relationships.

This course focuses on conflict management strategies, communication techniques, negotiation skills, and problem-solving methods that help professionals address disagreements in a constructive and professional manner. Participants will learn how to identify the root causes of workplace conflicts, manage emotional responses, and guide discussions toward positive outcomes.

By mastering the 5 strategies for conflict resolution in the workplace, professionals can improve teamwork, enhance communication, and create a healthier organizational culture. This course is ideal for managers, team leaders, HR professionals, supervisors, and employees responsible for maintaining effective workplace collaboration

Effective Workplace Conflict Resolution

Target Audience

Managers, HR professionals, team leaders, executives, and employees are responsible for handling workplace conflicts.

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Effective Workplace Conflict Resolution

Learning Objectives

- ✓ Understand the root causes of workplace conflicts and how to address them proactively.
- ✓ Apply effective communication techniques to de-escalate conflicts.
- ✓ Use mediation and negotiation strategies to resolve disputes fairly.
- ✓ Implement conflict management models for different workplace scenarios.
- ✓ Handle difficult conversations and manage emotions effectively.
- ✓ Foster a workplace culture that promotes collaboration and prevents conflicts.

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Course Outline

✓ **01 Day One**

Understanding Workplace Conflict

The Nature and Types of Workplace Conflicts

- ✓ Defining conflict and its role in workplace dynamics
- ✓ Common sources of workplace conflicts
- ✓ Productive vs. destructive conflict

Identifying Conflict Triggers and Behavioural Patterns

- ✓ Psychological and emotional aspects of conflict
- ✓ Conflict escalation: Warning signs and prevention
- ✓ Self-awareness and emotional intelligence in conflict management

The Conflict Resolution Framework

- ✓ Overview of conflict resolution models (Thomas-Kilmann, Interest-Based Relational Approach)
- ✓ Conflict resolution styles and their impact on outcomes
- ✓ Workshop: **Assessing personal conflict resolution styles**

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Course Outline

✓ 02 Day Two

Communication Strategies for Conflict Resolution

Effective Communication in High-Tension Situations

- ✓ The role of **active listening and empathy** in conflict resolution
- ✓ Non-verbal communication and emotional intelligence

De-escalating Conflicts Through Constructive Dialogue

- ✓ Using assertiveness vs. aggression in conflict conversations
- ✓ Diffusing emotionally charged situations

Managing Difficult Conversations with Confidence

- ✓ Structuring difficult conversations
- ✓ Delivering critical feedback without causing defensiveness

Workshop: Practicing Active Listening and Assertive Communication

- ✓ Interactive session with real-time feedback on communication techniques

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Course Outline

✓ **03 Day Three**

Mediation and Negotiation Skills for Conflict Resolution

The Mediation Process in Workplace Conflicts

- ✓ The role of a neutral third party in conflict resolution
- ✓ Steps to conduct a successful workplace mediation
- ✓ Common mediation pitfalls and how to avoid them

Negotiation Strategies to Achieve Win-Win Outcomes

- ✓ The principles of collaborative negotiation
- ✓ Interest-based negotiation vs. position-based negotiation

Handling Resistance and Overcoming Barriers to Resolution

- ✓ Dealing with difficult personalities and defensive behaviors
- ✓ Managing conflicts with senior leadership or authority figures

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Course Outline

✓ **04 Day Four**

Conflict Resolution in Team Dynamics & Organizational Culture

Building a Conflict-Resilient Team Culture

- ✓ Encouraging open communication and psychological safety
- ✓ Team-building strategies to prevent conflict

Conflict Resolution for Remote and Hybrid Teams

- ✓ Addressing unique challenges in virtual team conflicts
- ✓ Digital communication and its impact on conflict escalation
- ✓ Workshop: **Developing conflict resolution strategies for remote teams**

Handling Workplace Harassment and Discrimination Conflicts

- ✓ Understanding legal and ethical implications
- ✓ HR's role in conflict prevention and intervention
- ✓ Role-play: **Managing sensitive workplace conflict scenarios**

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Course Outline

✓ 05 Day Five

Leadership, Emotional Intelligence, and Long-Term Conflict Prevention

The Role of Leadership in Conflict Resolution

- ✓ How effective leaders manage and resolve conflicts
- ✓ Transformational leadership and its impact on workplace harmony

Emotional Intelligence and Conflict Management

- ✓ Self-regulation and managing emotions during conflict
- ✓ Recognizing and addressing unconscious bias in conflict situations

Creating a Sustainable Conflict-Resolution Strategy

- ✓ Embedding conflict resolution in company culture
- ✓ Continuous learning and feedback mechanisms
- ✓ Developing **actionable conflict resolution plans** for the workplace

Effective Workplace Conflict Resolution

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 4, 2027	April 8, 2027	5 days	4250.00 \$	KSA , Riyadh
May 10, 2027	May 14, 2027	5 days	4250.00 \$	UAE , Dubai
June 22, 2026	June 26, 2026	5 days	4950.00 \$	England , London
Oct. 26, 2026	Oct. 30, 2026	5 days	4250.00 \$	UAE , Dubai
Aug. 3, 2026	Aug. 7, 2026	5 days	4950.00 \$	England , London

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