

Consulting and Training | Reach New Heights

Course Name

Managing Conflicts

Sector Name

Interpersonal Skills and Self Development

Document Type

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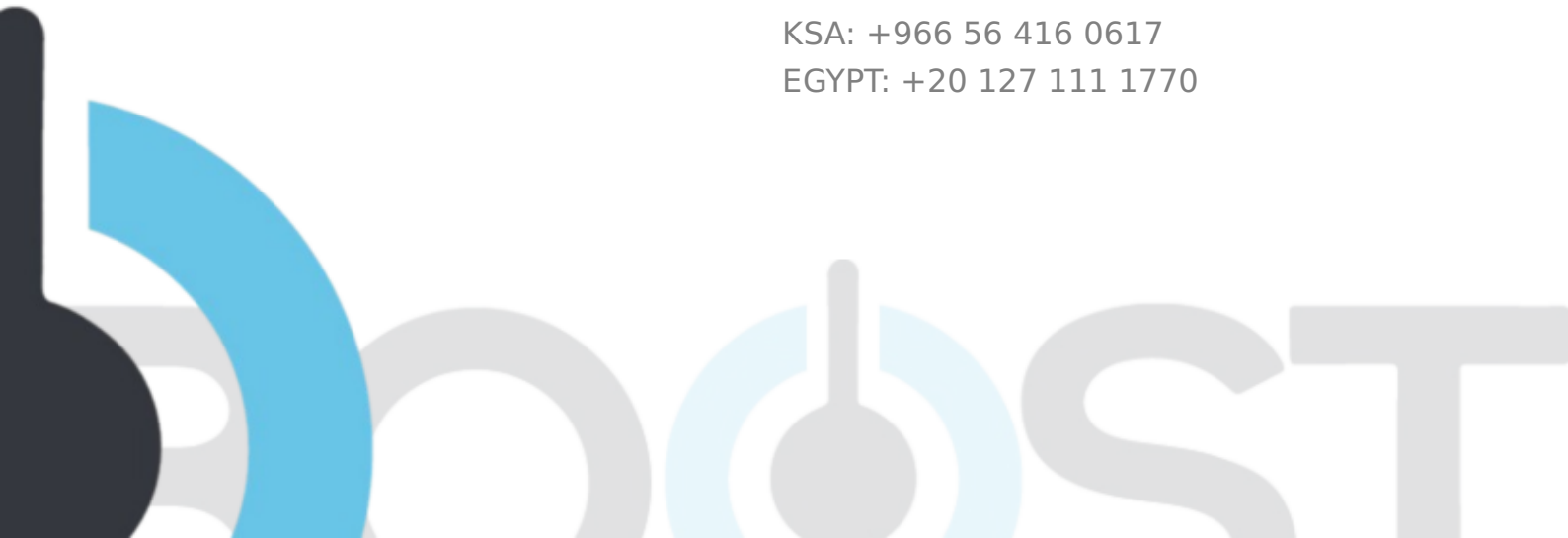
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Managing Conflicts

Course Introduction

Conflict is a natural part of the workplace, arising from differences in priorities, perspectives, responsibilities, and pressures. When unmanaged, conflicts can disrupt collaboration, damage relationships, and reduce productivity. When handled effectively, however, conflicts can become opportunities for clarity, improvement, and stronger working relationships.

Developed by **Boost**, this course approaches conflict management as a professional workplace skill, not a personal or emotional issue. The program equips participants with structured methods to identify, understand, and manage conflicts constructively—without escalation, avoidance, or unnecessary tension.

Boost's Managing Conflicts course enables professionals to handle disagreements with confidence, professionalism, and balance.

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Target Audience

- ✓ Team members and individual contributors
- ✓ Supervisors and coordinators
- ✓ Middle-level professionals
- ✓ Employees working in cross-functional teams
- ✓ Professionals seeking better conflict-handling skills

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Learning Objectives

- ✓ Understand nature and causes of workplace conflicts
- ✓ Recognize different types of conflicts and their impact
- ✓ Apply structured approaches to manage disagreements
- ✓ Communicate effectively during conflict situations
- ✓ Prevent conflicts from escalating
- ✓ Contribute to a healthy and respectful work environment

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Managing Conflicts

Course Outline

✓ DAY 01

Understanding Workplace Conflict

Module 1: What Conflict Really Is

- ✓ Conflict vs. disagreement
- ✓ Why conflicts arise at work
- ✓ Myths about conflict in organizations

Module 2: Types and Sources of Conflict

- ✓ Task-related vs. relationship conflicts
- ✓ Role, process, and priority conflicts
- ✓ Organizational pressures and conflict triggers

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Course Outline

✓ Day 02

Conflict Dynamics and Impact

Module 3: How Conflicts Escalate

- ✓ Early warning signs
- ✓ Common escalation patterns
- ✓ The cost of unmanaged conflict

Module 4: Personal Conflict Styles

- ✓ Different ways people respond to conflict
- ✓ Strengths and risks of each style
- ✓ Choosing the right response

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Course Outline

✓ Day 03

Communication During Conflict

Module 5: Constructive Conflict Communication

- ✓ Listening during disagreement
- ✓ Expressing concerns professionally
- ✓ Separating issues from people

Module 6: Managing Difficult Conversations

- ✓ Staying calm under tension
- ✓ Dealing with defensive or emotional reactions
- ✓ Keeping discussions focused and productive

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Course Outline

✓ Day 04

Conflict Resolution Approaches

Module 7: Resolving Conflicts in the Workplace

- ✓ Practical resolution techniques
- ✓ Negotiation vs. compromise
- ✓ Finding workable outcomes

Module 8: Managing Ongoing or Repeated Conflicts

- ✓ Addressing recurring issues
- ✓ Setting boundaries and agreements
- ✓ Knowing when to escalate

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Course Outline

✓ Day 05

Preventing and Managing Conflict Long-Term

Module 9: Preventing Unnecessary Conflicts

- ✓ Clarifying roles and expectations
- ✓ Improving coordination and communication
- ✓ Reducing friction in daily work

Module 10: Building a Respectful Conflict Culture

- ✓ Encouraging constructive dialogue
- ✓ Supporting healthy disagreement
- ✓ Contributing to positive team dynamics

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Feb. 1, 2027	Feb. 5, 2027	5 days	4250.00 \$	UAE , Dubai
Oct. 18, 2026	Oct. 22, 2026	5 days	4250.00 \$	KSA , Riyadh
Aug. 9, 2027	Aug. 13, 2027	5 days	4950.00 \$	Netherlands , Amsterdam
April 19, 2027	April 23, 2027	5 days	2150.00 \$	Virtual , Online

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