



Consulting and Training | Reach New Heights

Course Name

Strategic Conflict Management for Leaders

Sector Name

Management And Leadership

Document Type

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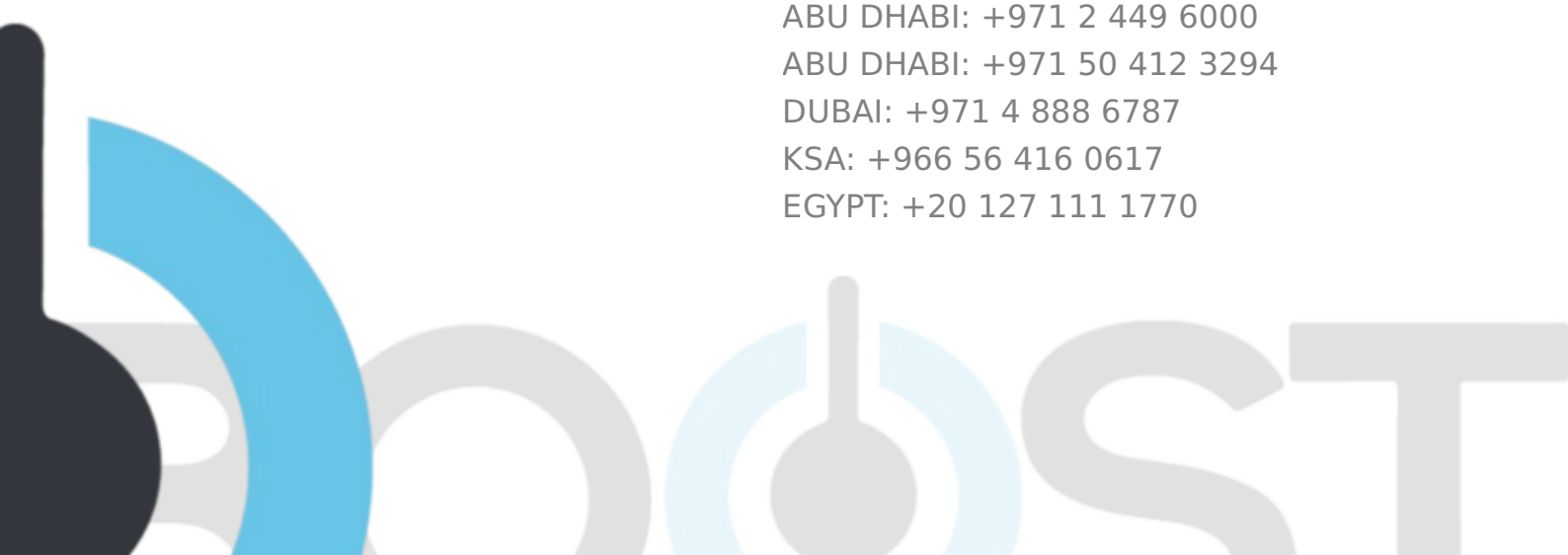
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Strategic Conflict Management for Leaders

Course Introduction

Conflict is a natural part of organizational life. When managed effectively, it can lead to innovation, improved relationships, and stronger decision-making. However, unresolved conflict can damage trust, reduce productivity, and create workplace tension.

This **BOOST** course equips leaders with advanced conflict management techniques that transform disagreements into opportunities for collaboration and problem solving. Participants will explore the causes of workplace conflict, learn how to manage difficult conversations, and apply mediation and negotiation strategies to resolve disputes constructively.

Through practical exercises, role-plays, and real-world scenarios, participants will develop the confidence and skills needed to manage conflict professionally and maintain positive working relationships.

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Strategic Conflict Management for Leaders

Target Audience

- ✓ Managers and supervisors
- ✓ Team leaders and department heads
- ✓ Project managers
- ✓ HR professionals
- ✓ Professionals responsible for team leadership and decision making

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Strategic Conflict Management for Leaders

Learning Objectives

- ✓ Understand the sources and types of workplace conflict.
- ✓ Identify personal conflict management styles.
- ✓ Apply structured conflict resolution techniques.
- ✓ Manage difficult conversations with confidence.
- ✓ Use mediation techniques to resolve disputes.
- ✓ Transform conflict into opportunities for collaboration.
- ✓ Strengthen leadership effectiveness through constructive conflict management.

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Strategic Conflict Management for Leaders

Course Outline

✓ DAY 01

Understanding Workplace Conflict

- ✓ Introduction to conflict management
- ✓ Types and sources of organizational conflict
- ✓ Positive vs. destructive conflict
- ✓ Conflict management styles and self-assessment
- ✓ Emotional intelligence in conflict situations
- ✓ Communication barriers that lead to conflict
- ✓ Practical exercise: Conflict style assessment

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Course Outline

✓ Day 02

Conflict Resolution Techniques

- ✓ Conflict resolution frameworks and models
- ✓ Active listening and constructive dialogue
- ✓ Managing difficult conversations
- ✓ De-escalation strategies and emotional control
- ✓ Negotiation techniques in conflict situations
- ✓ Managing team conflicts and disagreements
- ✓ Case study: Workplace conflict resolution scenario

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Course Outline

✓ Day 03

Leading Conflict Resolution

- ✓ Mediation skills for managers
- ✓ Facilitating problem-solving discussions
- ✓ Managing conflict in cross-functional teams
- ✓ Building a culture of constructive feedback
- ✓ Conflict prevention strategies
- ✓ Action planning for conflict management
- ✓ Role-play exercises and feedback

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 12, 2027	April 14, 2027	3 days	3250.00 \$	UAE , Dubai
Sept. 7, 2026	Sept. 9, 2026	3 days	3950.00 \$	Greece , Athens
Nov. 8, 2026	Nov. 10, 2026	3 days	3250.00 \$	Oman , Muscat

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