Training Course on Managing Workplace Conflict

Professional Development Training Course Outline

Category	Development	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-evolving business environment, strategic learning and development (L&D) has become a cornerstone of sustainable organizational growth, workforce innovation, and competitive advantage. As companies strive to remain agile, the integration of future-focused L&D strategies plays a crucial role in empowering employees, upskilling leadership, and aligning human capital with corporate vision. Training Course on Strategic Learning and Development for Organizational Growth is designed to equip professionals and organizations with cutting-edge tools and actionable insights to craft and implement impactful L&D strategies that drive long-term success.

Whether you're an HR professional, a business leader, or a training manager, this course offers a comprehensive framework to harness the full potential of learning systems and performance development models. Participants will explore key concepts such as learning agility, competency mapping, reskilling and upskilling, and measurable training ROI, ensuring alignment between employee growth and business performance. By the end of this course, you will be empowered to design strategic L&D initiatives that are scalable, relevant, and future-ready.

Programme Curriculum

Training Course on Managing Workplace Conflict

Introduction

In today's fast-paced, high-pressure work environments, managing workplace conflict is not just a desirable skill—it's an essential leadership competency. Conflict, if left unchecked, can disrupt productivity, damage team relationships, and lower employee morale. However, when approached

with the right strategies and communication tools, conflict can lead to innovation, stronger collaboration, and increased employee engagement. Training Course on Managing Workplace Conflict equips professionals, team leaders, and HR specialists with the practical skills and confidence to handle conflicts effectively and constructively.

Through interactive, research-backed, and scenario-based learning, participants will explore the root causes of conflict, emotional intelligence in conflict resolution, and methods for facilitating difficult conversations. Whether you're facing miscommunication, cultural differences, or competing priorities, this course will empower you to foster a positive work culture by resolving disputes with professionalism and empathy. This is your go-to resource for mastering conflict de-escalation, improving team dynamics, and boosting overall organizational performance.

Course Objectives:

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

1. Identify and analyze common causes of workplace conflict.
2. Apply conflict resolution strategies to real-life scenarios.
3. Improve emotional intelligence in high-stress situations.
4. Facilitate difficult conversations using structured dialogue techniques.
5. Foster positive communication in team settings.
6. Mediate disputes using interest-based negotiation.
7. Recognize the role of diversity and inclusion in conflict.
8. Utilize the Thomas-Kilmann Conflict Model effectively.
9. Develop active listening and feedback delivery techniques.
10. Address toxic behavior and bullying in the workplace.
11. Enhance collaborative leadership during conflict situations.
12. Implement policies to support psychological safety.
13. Create a conflict management framework for your team or organization.

Target Audience

This course is ideal for:

1. Team Leaders
2. Project Managers
3. Human Resources Professionals
4. Organizational Development Specialists
5. Department Heads
6. Executives and Senior Managers
7. Business Owners
8. New Managers or Supervisors

Course Duration:

- 10 days

Course Modules:

Module 1: Introduction to Conflict in the Workplace

- Understanding conflict and its impact
- Types of workplace conflict
- Constructive vs. destructive conflict
- Recognizing early warning signs
- The cost of unresolved conflict

Module 2: Emotional Intelligence and Self-Awareness

- What is emotional intelligence?
- The role of self-awareness in conflict
- Self-regulation strategies
- Developing empathy
- Managing emotional triggers

Module 3: Communication and Listening Skills

- The power of active listening
- Non-verbal communication cues
- Assertive vs. aggressive communication
- Framing responses effectively
- Giving and receiving feedback

Module 4: Conflict Styles and the Thomas-Kilmann Model

- Overview of the TKI model
- Assessing your conflict style
- Matching styles to situations
- Strengths and weaknesses of each style
- Applying TKI in team settings

Module 5: Identifying Root Causes of Conflict

- Organizational culture and conflict
- Role ambiguity and competition
- Diversity and inclusion factors
- Stress and resource limitations
- Miscommunication and assumptions

Module 6: Facilitating Difficult Conversations

- Preparing for tough discussions
- Setting the tone and agenda
- Staying neutral and objective

- Handling defensiveness
- Following up after conversations

Module 7: Mediation Techniques for Leaders

- The role of a workplace mediator
- Steps in the mediation process
- Creating win-win outcomes
- Maintaining neutrality
- Documenting agreements

Module 8: Building a Culture of Psychological Safety

- What is psychological safety?
- Encouraging open dialogue
- Reducing fear of speaking up
- Supporting mental health at work
- Team building for safety

Module 9: Conflict and Diversity

- Cultural influences on conflict
- Inclusive conflict resolution
- Avoiding bias and microaggressions
- Bridging generational differences
- Promoting cultural sensitivity

Module 10: De-escalation and Crisis Management

- Recognizing escalation patterns
- Techniques to calm tense situations
- Crisis response planning
- Working with security or HR
- After-action reviews

Module 11: Preventing Workplace Bullying and Harassment

- Definitions and examples
- Company policies and procedures
- Reporting mechanisms
- Creating zero-tolerance environments
- Role of bystanders

Module 12: Conflict Management in Remote Teams

- Unique challenges of remote work
- Addressing miscommunication online
- Virtual conflict resolution tools
- Fostering connection and trust

- Building remote team norms

Module 13: Legal and Ethical Considerations

- Employee rights in conflict situations
- Manager responsibilities and boundaries
- Ethical decision-making in disputes
- Confidentiality and documentation
- HR compliance best practices

Module 14: Developing a Conflict Resolution Plan

- Setting goals for conflict management
- Team-based planning strategies
- Customizing plans for departments
- Role assignments and accountability
- Monitoring effectiveness

Module 15: Capstone: Conflict Simulation & Role-Play

- Real-world conflict scenarios
- Role-play with peer feedback
- Applying techniques learned
- Performance self-assessment
- Action planning and final reflections

Training Methodology:

- Interactive instructor-led sessions
- Real-world case studies
- Peer group discussions and activities
- Simulation exercises and role-playing
- Assessments and personalized feedback

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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