5 Days

Mastering Conflict Management and Resolution

Strategies for Workplace Collaboration and Conflict Management

▶ Upcoming Sessions

02-06 Sep 2024	Online	$3,950
11-15 Nov 2024	Online	$3,950

▶ Training Details

Online Training Course Overview

This **Mastering Conflict Management and Resolution** online training course gives delegates the opportunity to better appreciate and manage workplace conflicts and to build the skills and practices to build more effective collaborative relationships in their own work across organisations. It will help attendees to recognise different conflicts, manage common situations, leverage a range of solutions, develop action plans and promote more inclusive and positive environments.

In addition, delegates will gain an understanding of techniques and tools from personal psychology, negotiation, and communication and how to utilise them positively in conflict situations, for both organisation, and individual benefits.

This Anderson online training course will feature:

▸ An understanding of conflict and why it is sometimes needed
▸ An understanding of organisational and personal relationships & change
▸ An exploration of psychology, communication and negotiation tools
▸ An appreciation of conflict resolution theories and principles
▸ An exploration of conflict resolution tools, plans and tactics

Online Training Course Objectives

By the end of this Anderson online training course, participants will be able to:

▸ Understand the potential causes and role of conflict in their organisations
▸ Understand the conflict lifecycle and assess the dispute process
▸ Build and promote harmony, inclusivity, and collaborative practices, across organisations to alleviate disputes and dispute escalations
▸ Implement effective conflict resolution plans and actions, define metrics for success and effectiveness
▸ Apply proven tools of psychology and negotiation to manage conflicts
▸ Understand and better manage personal dynamics, stress and change

Designed for

This Anderson online training course is suitable to a wide range of professionals but will greatly benefit leaders managing change, working across the organisation, but in particular:

- Senior Management and Directors, leading organisational change
- Human Resources and Change Managers, managing change initiatives
- Senior Project Managers, coordinating complex teams and projects
- Procurement specialists, managing valuable supplier relationships
- Sales, Marketing, PR and Operational specialists, managing partnerships

Learning Methods

This Anderson online training course uses adult learning techniques to provide maximum understanding, comprehension and retention of information and the ability to apply knowledge and skills back in the organisation.

As well as printed material, the use of academic research, commercial case studies, and video material, participants will be encouraged to discuss practical issues of conflict and dispute resolution with colleagues. At this level, they will be expected to take an active part in solo, paired and group exercises and in this professional and confidential space, encouraged to both share their own practical experiences and learn from the understanding of peers.

▶ Training Details

Day One: Conflict and Context: Why Disputes Are Needed

- Defining Conflict and The Need for Some Disagreement
- Innovation and Change
- Common Sources of Conflict Within Organisations
- The Conflict Lifecycle
- Leader as Mediator and Diplomat in Disputes

Day Two: Communication and Leadership: The Personal Dimension

- Personal Influence and Persuasion
- Leading Across Teams and Organisations
- Advanced Communication Skills.
- Understanding Personality and Style
- Emotional Intelligence: Knowing You, Knowing Me.
- Personal Considerations: Stress & Self-Management in Difficult Situations

Day Three: Problem Solving and Negotiation: Getting to Yes

- Classic Theories of Negotiation
- The Art of Listening, Questioning and Finding Real Problems
- Creating Solutions and Building Agreements
- Mediation
- Arbitration
- Litigation

Day Four: Conflict Resolution Principles

- Acknowledging The Conflict
- Taking Control
- Resolution Frameworks & Difficult Conversations
- Managing Resolution
- Building The Culture of Resolution

Day Five: Conflict Resolution Principles

- The Reality of Failed Resolutions and Options for Escalation
- Using Conflict Management Tools Everyday
- Total Conflict Management
- Preparing Your Plan To Resolve Conflicts
- Professional Development: Further Skills, Knowledge, Practice

▶ The Certificate

Anderson e-Certificate of Completion will be provided to delegates who attend and complete the online course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

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