

CONFLICT

Conflict Management Skills

Teach your team to negotiate, build consensus and handle conflict so it doesn't stall decisions. Over seven weeks they learn conflict and negotiation models, build trust and resilience as a team, and finish with mediation skills and case studies.

LENGTH	SESSIONS	HOURS	FORMAT	PRICE
7 weeks	14	21	Live online or at your workplace	\$1,715 Per person, plus tax

What your team will learn

- Identify what kind of conflict you're facing, and choose an approach that fits
- Negotiate using interests, options and tools like BATNA and ZOPA
- Build trust and psychological safety so your team can reach consensus
- Mediate complex conflicts and stay resilient under the stress they bring

Week by week

WEEK

1

Understanding conflict

- Session 1 Introduction to conflict management**
The types and causes of workplace conflict, and what it costs when it goes unmanaged.
- Session 2 Conflict resolution models**
Different ways to approach conflict, including the Thomas-Kilmann Conflict Mode Instrument and principled negotiation.

WEEK

2

Communicating through conflict

- Session 3 Listening with empathy**
Techniques for active listening and showing empathy when a conflict is underway.
- Session 4 Assertiveness**
Stating your needs, setting boundaries and managing a conflict assertively.

WEEKS

3–4

Negotiation skills

Session 5 **Principles of negotiation**

Understanding the interests, options and standards behind a negotiation.

Session 6 **Negotiation strategies**

BATNA, ZOPA and other techniques for reaching an agreement that works for both sides.

Session 7 **Collaborative problem-solving**

Ways to encourage collaboration and creative ideas during a negotiation.

Session 8 **Consensus building**

Strategies for reaching consensus and making informed decisions as a team.

WEEKS

5–6

Conflict in teams

Session 9 **How teams work**

How personalities, power and group norms shape conflict on a team.

Session 10 **Resolving team conflict**

Running productive discussions, managing conflict and building a culture of collaboration.

Session 11 **Building trust**

Strategies for trust, transparency and psychological safety among team members.

Session 12 **Resilience**

Techniques for handling stress, emotions and the strain that conflict puts on a team.

WEEK

7

Mediation and case studies

Session 13 **Mediation skills**

Mediation techniques for helping others resolve a complex conflict.

Session 14 **Case studies**

Analyzing real conflict scenarios and applying the skills and strategies from the course.

How the sessions work

Role-plays

Practise conflict management skills in realistic scenarios and simulations.

Discussion forum

An online forum where your team can share experiences and learn from one another.

Readings and case studies

Recommended articles, books and case studies on managing conflict.

Feedback and coaching

Individual feedback and coaching from the trainer to help the skills stick.

Who it's for

- Managers and team leads who settle disagreements on their teams
- Staff who negotiate with vendors, partners or other departments
- Teams that need to make decisions together and keep projects moving

Book this course for your team

At your workplace or online. We'll send a written quote and dates that suit your team.

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