



Conflict Management Skills

Title: Conflict Management Skills
A 7-week Online Training Program
Price: \$1937.95 (incl HST)

Description:

The Conflict Management Skills Training Program offers a comprehensive curriculum designed to equip participants with the knowledge, skills, and strategies needed to navigate tough negotiations, foster team collaboration, and build consensus for streamlined decision-making and enhanced productivity. Through interactive sessions and practical exercises, participants will learn to effectively manage conflicts in professional settings, cultivate open communication, and develop resilience in the face of challenges.

Benefits:

- **Enhanced Negotiation Skills:** Learn principled negotiation techniques and collaborative problem-solving strategies to reach mutually beneficial agreements.
- **Improved Communication:** Develop active listening, assertiveness, and empathetic communication skills to facilitate constructive dialogue and resolution.
- **Better Team Collaboration:** Understand team dynamics and learn how to foster trust, transparency, and psychological safety within teams.
- **Increased Productivity:** Streamline decision-making processes and resolve conflicts efficiently to minimize disruptions and enhance productivity.
- **Resilience Building:** Acquire techniques for managing stress, emotions, and conflict-related challenges, leading to increased resilience and well-being.
- **Practical Application:** Apply learned skills and strategies through real-world case studies and role-play exercises to reinforce learning and promote practical application in professional settings.



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Week 1: Understanding Conflict Dynamics

- Session 1 (1.5 hours): Introduction to Conflict Management: Overview of conflict types, causes, and consequences in professional settings.
- Session 2 (1.5 hours): Conflict Resolution Models: Exploring different conflict resolution models and approaches, such as the Thomas-Kilmann Conflict Mode Instrument (TKI) and principled negotiation.

Week 2: Effective Communication in Conflict Management

- Session 3 (1.5 hours): Active Listening and Empathetic Communication: Techniques for active listening and fostering empathy in conflict situations.
- Session 4 (1.5 hours): Assertiveness and Conflict Resolution: Strategies for expressing needs, setting boundaries, and managing conflict assertively.

Week 3-4: Negotiation Skills for Conflict Resolution

Week 3: Principled Negotiation

- Session 5 (1.5 hours): Principles of Negotiation: Understanding interests, options, and standards in negotiations.
- Session 6 (1.5 hours): Negotiation Strategies: Learning BATNA, ZOPA, and other negotiation techniques for reaching mutually beneficial agreements.

Week 4: Collaborative Negotiation and Decision Making

- Session 7 (1.5 hours): Collaborative Problem-Solving: Techniques for fostering collaboration and creativity in negotiations.
- Session 8 (1.5 hours): Consensus Building: Strategies for reaching consensus and making informed decisions as a team.

Week 5-6: Conflict Management in Teams

Week 5: Team Dynamics and Conflict Resolution

- Session 9 (1.5 hours): Understanding Team Dynamics: Recognizing the role of personalities, power dynamics, and group norms in conflict.



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- **Session 10 (1.5 hours): Conflict Resolution in Teams:** Facilitating productive discussions, managing conflicts, and fostering a culture of collaboration.

Week 6: Building Trust and Resilience in Teams

- **Session 11 (1.5 hours): Building Trust in Teams:** Strategies for building trust, transparency, and psychological safety among team members.
- **Session 12 (1.5 hours): Resilience and Conflict Management:** Techniques for managing stress, emotions, and conflict-related challenges in team settings.

Week 7: Advanced Conflict Management Strategies

Week 7: Advanced Conflict Resolution Techniques

- **Session 13 (1.5 hours): Mediation Skills:** Learning mediation techniques for facilitating resolution in complex conflicts.
- **Session 14 (1.5 hours): Conflict Management Case Studies:** Analyzing real-world conflict scenarios and applying learned skills and strategies.

Additional Resources and Practice:

- **Role-Play Exercises:** Interactive role-plays and simulations to practice conflict management skills in realistic scenarios.
- **Reading Materials:** Recommended articles, books, and case studies on conflict management theory and practice.
- **Discussion Forums:** Online forums for participants to share experiences, ask questions, and engage in peer learning.
- **Feedback and Coaching:** Opportunities for individual feedback and coaching from instructors to enhance learning and skill development.