



Conflict Management & Resolution for Workplace Leaders

27 – 31 December 2026
Amman (Jordan)



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Ref: 121447_1032979 **Date:** 27 – 31 December 2026 **Location:** Amman (Jordan) **Fees:** 3300 Euro

Introduction

Conflict in the workplace is an inevitable part of organizational life, often arising from differences in perspectives, goals, and communication styles. Effective conflict management and resolution are essential for fostering a productive, collaborative, and positive work environment. This Conflict Management & Resolution for Workplace Leaders course equips workplace leaders with the knowledge and practical strategies to identify, address, and resolve conflicts efficiently. Participants will learn to balance empathy, assertiveness, and strategic thinking while handling disputes. The program emphasizes communication skills, negotiation techniques, and leadership approaches to prevent conflicts from escalating. Leaders will foster collaboration, trust, and organizational success.

Targeted Groups

This Conflict Management & Resolution for Workplace Leaders training targets professionals seeking knowledge and skills:

- Team leaders managing diverse groups.
- Department heads responsible for employee performance.
- HR managers overseeing workplace dynamics.
- Project managers handling cross-functional teams.
- Executives resolving strategic conflicts.
- Supervisors seeking improved communication skills.
- Professionals aiming to reduce workplace tensions.
- Managers implementing conflict prevention strategies.

Course Objectives

Participants will achieve the following objectives by completing the Conflict Management & Resolution for Workplace Leaders course:

- Understand the root causes of workplace conflict.
- Recognize different conflict types and triggers.
- Learn strategies for proactive conflict prevention.
- Develop effective communication techniques.
- Apply negotiation skills to resolve disputes.
- Enhance emotional intelligence in conflict situations.
- Build collaborative problem-solving skills.
- Manage conflicts without compromising team morale.
- Improve decision-making under stressful situations.
- Promote a culture of accountability and respect.
- Develop skills to mediate between employees.
- Strengthen leadership presence during challenging scenarios.
- Understand organizational policies for conflict management.
- Reduce workplace tension and improve performance.

Targeted Competencies

Participants will gain the following competencies during the Conflict Management & Resolution for Workplace Leaders program:

- Analytical skills to assess conflict sources.
- Empathy for understanding differing perspectives.
- Communication proficiency for transparent discussions.
- Negotiation and mediation capabilities.
- Decision-making skills under pressure.
- Emotional intelligence to manage reactions.
- Team-building techniques to strengthen cooperation.
- Conflict resolution strategies tailored to teams.
- Leadership presence in challenging situations.
- Ability to implement long-term prevention measures.
- Skills to foster a positive organizational culture.
- Enhanced awareness of workplace dynamics.
- Competence in reducing employee turnover caused by conflict.

Studying Scenarios

In this Conflict Management & Resolution for Workplace Leaders training, participants develop skills through the following scenarios:

- Mediating disputes between team members.
- Handling disagreements during project deadlines.
- Resolving conflicts caused by cultural differences.
- Negotiating compromises between departments.
- Managing employee resistance to organizational changes.
- Addressing conflicts involving leadership styles.
- Facilitating discussions for problem-solving under stress.

Course Content

Unit 1: Foundations of Workplace Conflict

- Define workplace conflict and its significance.
- Identify common sources of conflicts in organizations.
- Recognize the impact of unresolved conflicts on performance.
- Understand the role of culture and diversity in conflict.
- Explore behavioral patterns that trigger disputes.
- Analyze the organization's policies on conflict resolution.
- Examine case studies of effective conflict management.
- Discuss ethical considerations in resolving disputes.

Unit 2: Conflict Assessment & Diagnosis

- Learn tools to assess conflict severity.
- Identify early signs of escalating conflict.
- Evaluate interpersonal and team dynamics.
- Conduct root-cause analysis for recurring conflicts.
- Use assessment techniques to prioritize interventions.
- Develop strategies for documenting conflict situations.
- Understand the role of perception in conflict assessment.

Unit 3: Communication Strategies for Resolution

- Explore active listening and questioning techniques.
- Develop assertive communication skills.
- Practice empathy in discussions.
- Manage non-verbal cues effectively.
- Navigate difficult conversations with confidence.
- Use storytelling and reframing to resolve disputes.
- Apply conflict-specific communication frameworks.
- Address misunderstandings without escalation.

Unit 4: Negotiation & Mediation Skills

- Understand negotiation principles for conflict resolution.
- Apply win-win strategies to workplace conflicts.
- Facilitate mediation sessions between employees.
- Practice role-playing to enhance negotiation skills.
- Manage power dynamics during disputes.
- Build consensus in cross-functional teams.
- Utilize collaborative decision-making techniques.
- Document agreements and follow-up actions.

Unit 5: Leadership in Conflict Management

- Develop leadership approaches for high-stress situations.
- Promote accountability and transparency in teams.
- Create a conflict-resilient organizational culture.
- Implement preventive strategies to reduce disputes.
- Lead by example to demonstrate conflict resolution skills.
- Empower teams to address minor conflicts independently.
- Monitor and evaluate conflict resolution outcomes.
- Integrate conflict management practices into strategic planning.

Final Insights & Key Takeaways

Conflict management and resolution are critical leadership skills for sustaining a productive workplace. Leaders who master these techniques foster collaboration, engagement, and long-term organizational success.