MERCURY

Strategic Conflict & Emotional Intelligence Leadership

4 – 8 July 2027
Online



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Ref: 121490_1034853 **Date:** 4 – 8 July 2027 **Location:** Online **Fees:** 1900 Euro

Introduction

The Strategic Conflict & Emotional Intelligence Leadership course equips leaders with advanced capabilities to manage workplace tensions and transform conflict into productive outcomes. The course explores how emotional awareness enhances decision-making and strengthens leadership influence across diverse organizational environments. It provides a structured understanding of human behavior, communication patterns, and leadership psychology in high-pressure situations. Participants will learn how emotional intelligence directly impacts strategic conflict management and team performance. The program emphasizes practical leadership responses that reduce escalation and improve collaboration. It builds the ability to lead with clarity, empathy, and strategic control in complex organizational dynamics.

Targeted Groups

This Strategic Conflict & Emotional Intelligence Leadership training targets professionals seeking knowledge and skills:

- Team leaders and supervisors in organizations.
- HR professionals managing workplace conflict.
- Project managers handling cross-functional teams.
- Executives responsible for organizational culture.
- Department heads in high-pressure environments.
- Consultants in leadership development fields.
- Professionals in communication and negotiation roles.
- Individuals seeking emotional intelligence leadership growth.

Course Objectives

Participants will achieve the following objectives by completing the Strategic Conflict & Emotional Intelligence Leadership course:

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- Understand the foundations of strategic conflict management in organizations.
- Develop emotional intelligence leadership for better decision-making.
- Identify the causes of workplace conflict and the patterns of escalation.
- Apply conflict-resolution skills effectively in professional environments.
- Strengthen leadership communication in challenging situations.
- Enhance emotional self-regulation during high-stress interactions.
- Build trust-based relationships within teams and departments.
- Improve negotiation techniques for sustainable workplace solutions.
- Analyze behavioral responses to reduce organizational friction.
- Integrate emotional intelligence into leadership strategy planning.
- Develop proactive approaches to prevent workplace disputes.

Targeted Competencies

Participants will gain the following competencies during the Strategic Conflict & Emotional Intelligence Leadership program:

- Emotional self-awareness in leadership contexts.
- Strategic conflict analysis and resolution thinking.
- Effective workplace communication under pressure.
- Leadership, empathy, and emotional regulation skills.
- Negotiation and influence in complex environments.
- Decision-making in conflict-driven scenarios.
- Team behavior interpretation and response strategies.
- Crisis communication and conflict de-escalation techniques.
- Relationship management across diverse teams.
- Organizational harmony and performance alignment skills.

Studying Scenarios

In this Strategic Conflict & Emotional Intelligence Leadership training, participants develop skills through the following scenarios:

- Managing conflict between high-performing team members.
- Handling emotionally charged employee disputes professionally.
- Leading negotiations during organizational restructuring situations.
- Resolving communication breakdowns in cross-department projects.
- Addressing resistance to leadership decisions in teams.
- De-escalating tension during crisis-driven workplace challenges.

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Course Content

Unit 1: Foundations of Strategic Conflict & Emotional Intelligence Leadership

- Understanding strategic conflict management in modern organizations.
- Defining emotional intelligence leadership in workplace environments.
- Exploring the relationship between emotions and leadership effectiveness.
- Identifying conflict triggers in organizational behavior systems.
- Recognizing patterns of workplace communication breakdowns early.
- Analyzing leadership roles in shaping organizational emotional climate.
- Understanding the psychological drivers behind workplace disagreements.
- Linking emotional awareness with leadership performance outcomes.

Unit 2: Emotional Intelligence Core Skills for Leaders

- Developing self-awareness for leadership emotional control.
- Building emotional regulation techniques under pressure.
- Enhancing empathy for better team understanding and engagement.
- Strengthening social awareness in organizational environments.
- Improving emotional interpretation of team behavior signals.
- Practicing emotional balance in high-stakes leadership decisions.
- Identifying emotional biases affecting leadership judgment.
- Applying emotional intelligence in daily leadership communication.

Unit 3: Strategic Conflict Management Techniques

- Understanding structured conflict resolution models in leadership.
- Applying negotiation strategies for workplace dispute resolution.
- Differentiating between constructive and destructive conflict types.
- Managing escalation cycles in organizational disagreements effectively.
- Designing strategic interventions for recurring team conflicts.
- Utilizing mediation techniques in professional environments.
- Aligning conflict resolution with organizational goals and values.
- Building sustainable solutions for long-term workplace harmony.

Unit 4: Leadership Communication in High-Conflict Environments

- Developing assertive communication for leadership effectiveness.
- Managing difficult conversations with emotional intelligence.
- Enhancing clarity in communication during stressful situations.
- Applying active listening for conflict de-escalation outcomes.
- Using non-verbal communication to support leadership authority.
- Structuring messages for clarity in conflict resolution settings.
- Handling resistance through persuasive leadership communication methods.
- Strengthening trust through transparent leadership interactions.

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Unit 5: Organizational Harmony and Emotional Strategy Development

- Designing emotional intelligence strategies for organizational success.
- Creating conflict prevention systems in workplace environments.
- Strengthening leadership culture through emotional alignment practices.
- Developing long-term strategies for workplace relationship management.
- Enhancing team collaboration through emotional leadership systems.
- Aligning organizational vision with emotional intelligence principles.
- Measuring the impact of leadership behavior on team performance.
- Building resilient teams through strategic emotional leadership planning.

Final Insights & Key Takeaways

Strategic Conflict & Emotional Intelligence Leadership empowers professionals to transform workplace conflict into structured growth opportunities. It strengthens leadership capacity by integrating emotional awareness with strategic decision-making for long-term organizational success.