MERCURY

Conflict Management and Resolution Strategies

18 – 22 January 2027
Nairobi (Kenya)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Conflict Management and Resolution Strategies

Ref: 121448_1073257 **Date:** 18 – 22 January 2027 **Location:** Nairobi (Kenya) **Fees:** 5300 Euro

Introduction

Conflict is an inevitable element of modern organizations, arising from differences in perspectives, goals, values, and communication styles. This Conflict Management and Resolution Strategies course equips professionals with structured approaches to identify, analyze, and resolve workplace conflicts effectively. It provides an understanding of conflict dynamics, including the psychological, organizational, and cultural factors that influence disputes. Participants will explore practical conflict resolution techniques that enhance collaboration, strengthen relationships, and improve team performance. The program focuses on developing proactive strategies for conflict prevention and constructive communication in high-pressure environments. Participants will be able to transform conflict situations into opportunities for growth, innovation, and sustainable organizational success.

Targeted Groups

This Conflict Management and Resolution Strategies training targets professionals seeking knowledge and skills:

- Managers are responsible for team performance and engagement.
- Team leaders handle daily workplace interactions.
- HR professionals manage employee relations.
- Project managers coordinating cross-functional teams.
- Supervisors dealing with operational conflicts.
- Executives involved in strategic decision-making.
- Customer service professionals handling client disputes.
- Professionals seeking advanced communication skills.

Course Objectives

Participants will achieve the following objectives by completing the Conflict Management and Resolution Strategies course:

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

- Understand the nature and types of workplace conflict.
- Identify root causes of organizational disputes.
- Apply structured conflict resolution models effectively.
- Develop strong communication and negotiation skills.
- Analyze conflict situations using critical thinking.
- Evaluate different conflict management styles.
- Select appropriate strategies for various scenarios.
- Improve emotional intelligence in conflict situations.
- Build collaborative problem-solving approaches.
- Reduce workplace tension and misunderstandings.
- Strengthen professional relationships and trust.
- Enhance decision-making under pressure.
- Implement proactive conflict prevention techniques.
- Manage difficult conversations with confidence.

Targeted Competencies

Participants will gain the following competencies during the Conflict Management and Resolution Strategies program:

- Conflict analysis and diagnosis skills.
- Effective interpersonal communication techniques.
- Negotiation and mediation capabilities.
- Emotional intelligence and self-regulation.
- Active listening and empathy skills.
- Problem-solving and critical thinking abilities.
- Decision-making in complex situations.
- Relationship management and trust-building.
- Cultural awareness in conflict resolution.
- Strategic thinking for conflict prevention.

Studying Scenarios

In this Conflict Management and Resolution Strategies training, participants develop skills through the following scenarios:

- Resolving team disagreements over roles and responsibilities.
- Managing conflicts between employees and supervisors.
- Addressing communication breakdowns in projects.
- Handling customer complaints and service disputes.
- Navigating cross-cultural misunderstandings.
- Mediating conflicts in high-pressure environments.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

MERCURY

Course Content

Unit 1: Fundamentals of Conflict Management

- Define conflict and its characteristics in organizations.
- Explain the importance of conflict management in the workplace.
- Identify common causes of workplace conflict.
- Distinguish between constructive and destructive conflict.
- Analyze the stages of conflict development.
- Explore the impact of conflict on productivity and morale.
- Recognize early warning signs of conflict escalation.
- Understand the role of leadership in managing conflict.

Unit 2: Conflict Analysis and Diagnosis

- Assess different types of conflict in organizations.
- Identify stakeholders involved in conflict situations.
- Analyze underlying interests versus stated positions.
- Evaluate emotional and psychological factors.
- Apply conflict mapping techniques.
- Examine communication barriers leading to disputes.
- Diagnose root causes using structured frameworks.
- Prioritize conflicts based on impact and urgency.

Unit 3: Conflict Resolution Techniques and Strategies

- Apply collaborative problem-solving methods.
- Use negotiation strategies for win-win outcomes.
- Implement mediation techniques in workplace conflicts.
- Evaluate competing, accommodating, avoiding, and compromising styles.
- Select appropriate conflict resolution strategies.
- Practice structured dialogue and constructive feedback.
- Manage difficult conversations professionally.
- Address power imbalances in conflict situations.

Unit 4: Communication and Emotional Intelligence in Conflict

- Develop active listening skills for conflict resolution.
- Enhance emotional intelligence in challenging interactions.
- Recognize personal triggers and emotional responses.
- Apply assertive communication techniques.
- Build empathy and understanding between parties.
- Manage stress during conflict situations.
- Improve clarity and transparency in communication.
- Strengthen trust through consistent communication practices.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Unit 5: Conflict Prevention and Organizational Integration

- Design proactive conflict prevention strategies.
- Establish clear communication channels in teams.
- Promote a positive organizational culture.
- Implement policies for conflict management systems.
- Encourage collaboration and teamwork practices.
- Monitor and evaluate conflict resolution outcomes.
- Integrate conflict management into leadership practices.
- Develop continuous improvement strategies for workplace harmony.

Final Insights & Key Takeaways

Effective conflict management is a critical leadership capability that transforms challenges into opportunities for collaboration and innovation. Mastering structured conflict resolution strategies enables professionals to build stronger teams, enhance workplace communication, and sustain long-term organizational success.