

Conflict Management Training

Course Duration: 08 Hours

Course Code: CMT

1. Course Overview

Conflict Management Training is designed to help professionals effectively identify, handle, and resolve workplace conflicts in a constructive manner. This course focuses on improving communication, emotional intelligence, and problem-solving skills to maintain a positive and productive work environment. Participants will learn practical techniques to manage disagreements and build stronger professional relationships.

2. What You'll Learn

- Understanding the root causes of conflict
- Different types of workplace conflicts
- Effective communication and active listening skills
- Emotional intelligence in conflict situations
- Conflict resolution strategies and techniques
- Negotiation and mediation skills
- Managing difficult conversations professionally
- Building collaboration and trust within teams

3. Target Audience

- Working professionals
- Team leaders and managers
- HR professionals
- Customer-facing roles
- Entrepreneurs and business owners

- Anyone looking to improve interpersonal skills

4. Pre-Requisites

- No technical background required
- Basic understanding of workplace communication
- Willingness to learn and improve interpersonal skills

5. Course Content

Module 1: Introduction to Conflict Management

- What is conflict?
- Types and sources of conflict

Module 2: Understanding Behavior & Emotions

- Emotional intelligence
- Managing stress and reactions

Module 3: Communication Skills

- Verbal and non-verbal communication
- Active listening techniques

Module 4: Conflict Resolution Techniques

- Problem-solving approaches
- Conflict resolution models (e.g., Thomas-Kilmann Model)

Module 5: Negotiation & Mediation

- Negotiation strategies
- Mediation skills for win-win outcomes

Module 6: Handling Difficult Situations

- Dealing with aggressive behavior

- Managing workplace disagreements

Module 7: Building a Positive Work Environment

- Team collaboration
- Trust and relationship building

