Conflict Management and Grievance Handling in the Workplace Training Course

Professional Development Training Course Outline

Category	Cooperative Societies	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s dynamic and diverse workplace, conflict management and grievance handling have become indispensable skills for effective human resource management. Training Course on Conflict Management and Grievance Handling in the Workplace is designed to empower team leaders, HR professionals, supervisors, and managers with the tools and strategies to identify, mediate, and resolve workplace conflicts constructively. With the increase in remote work, cross-functional teams, and global collaboration, the ability to maintain a harmonious work environment is more critical than ever.

This course will guide participants through a structured approach to conflict resolution, employee relations, and dispute resolution frameworks. Through interactive learning, participants will explore grievance procedures, understand legal implications, and build competencies in emotional intelligence, communication, and mediation techniques. Backed by case studies and real-life scenarios, the course provides hands-on learning to ensure practical implementation of skills for positive workplace outcomes.

Programme Curriculum

Conflict Management and Grievance Handling in the Workplace Training Course

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Course Objectives

By the end of this training, participants will be able to:

1. Understand the root causes of workplace conflict and apply preventive conflict strategies.
2. Develop advanced conflict resolution skills for team management.
3. Apply active listening and empathy techniques to de-escalate tension.
4. Implement structured grievance procedures effectively.
5. Use emotional intelligence in conflict resolution.
6. Identify and manage toxic behaviors and microaggressions.
7. Conduct fair and impartial internal investigations.
8. Mediate disputes using interest-based negotiation.
9. Align conflict management strategies with organizational culture.
10. Improve employee engagement through effective grievance handling.
11. Comply with labor laws and HR compliance standards.
12. Manage virtual workplace conflicts and hybrid team challenges.
13. Design and implement a conflict management policy framework.

Target Audience

This course is ideal for:

1. Human Resource Managers
2. Team Leaders and Supervisors
3. Organizational Development Consultants
4. Conflict Resolution Practitioners
5. Union Representatives
6. Employee Relations Specialists
7. Legal and Compliance Officers
8. Senior Management and Executives

Course Duration: 10 days

Course Modules

Module 1: Introduction to Conflict in the Workplace

- Definition and nature of workplace conflict
- Causes and types of conflict
- Impact on organizational performance
- Common misconceptions about conflict
- Role of leadership in conflict situations
- **Case Study**: Managing interdepartmental tension in a tech startup

Module 2: Conflict Resolution Frameworks

- Overview of conflict resolution models (Thomas-Kilmann, Interest-Based)
- Choosing the right strategy for the situation
- Conflict resolution styles

- Building a resolution mindset
- Importance of timing in resolution
- **Case Study**: Applying the Thomas-Kilmann model in a corporate setting

Module 3: Communication for Conflict Prevention

- Verbal and non-verbal communication cues
- Barriers to effective communication
- Feedback loops and clarity
- Conflict-sensitive communication
- Constructive feedback techniques
- **Case Study**: Miscommunication in cross-cultural teams

Module 4: Emotional Intelligence in Conflict Resolution

- Understanding EQ in the workplace
- Self-awareness and regulation
- Empathy and social skills
- Managing emotional triggers
- Building rapport during conflict
- **Case Study**: EQ-driven leadership in crisis situations

Module 5: Mediation Skills for Leaders

- Role of mediators
- Mediation process and phases
- Confidentiality and neutrality
- Facilitating win-win outcomes
- Dealing with resistance
- **Case Study**: Mediation between a supervisor and subordinate

Module 6: Grievance Handling Procedures

- Formal and informal grievance systems
- Designing effective grievance channels
- Documentation and record keeping
- Grievance timelines and steps
- Appeals and closure mechanisms
- **Case Study**: Rebuilding trust post grievance investigation

Module 7: Legal Aspects of Conflict and Grievances

- Relevant labor laws and standards
- Avoiding legal pitfalls in conflict handling
- HR compliance essentials
- Rights and responsibilities of employees and employers
- Disciplinary procedures vs. grievance handling
- **Case Study**: Legal consequences of mishandling employee complaints

Module 8: Conflict in Hybrid and Remote Teams

- Challenges in virtual team conflict
- Tools for remote dispute resolution
- Role of digital communication in conflict escalation
- Managing time-zone and cultural clashes
- Maintaining engagement during resolution

- **Case Study**: Resolving a remote team conflict in a multinational firm

Module 9: Bias, Diversity, and Inclusion in Conflict

- Impact of unconscious bias
- Inclusive language and behavior
- Cultural competence in conflict management
- Intersectionality and identity in grievances
- Strategies for inclusive grievance redressal
- **Case Study**: Addressing microaggressions in a diverse workplace

Module 10: Building a Conflict-Resilient Culture

- Proactive vs. reactive conflict management
- Embedding conflict policies into culture
- Leadership commitment and modeling
- Continuous education and training
- Aligning values with behavior
- **Case Study**: Transformation of conflict culture in a manufacturing firm

Module 11: Role of HR in Conflict and Grievances

- HR as mediator and investigator
- Balancing neutrality and advocacy
- Confidentiality vs. transparency
- Supporting emotional well-being of employees
- HR policy updates for modern workplaces
- **Case Study**: HR intervention in a harassment case

Module 12: Peer-to-Peer Conflict Resolution

- Building peer resolution capacity
- Conflict coaching among colleagues
- Team-building to minimize friction
- Recognition and reward for conflict resolution
- Encouraging ownership and accountability
- **Case Study**: Peer-led conflict resolution in project teams

Module 13: Crisis Conflict Management

- High-stakes and time-sensitive conflicts
- Crisis response protocols
- Communication under pressure
- Stakeholder management during crises
- De-escalation techniques
- **Case Study**: Handling conflict during organizational restructuring

Module 14: Monitoring and Evaluating Conflict Resolution

- Conflict audits and diagnostics
- KPIs and performance metrics
- Feedback and continuous improvement
- Impact on employee retention and morale
- Reporting mechanisms and analytics
- **Case Study**: Conflict resolution dashboard in HR reporting

Module 15: Designing a Workplace Conflict Management Plan

- Needs assessment and risk identification
- Policy writing and documentation
- Training and awareness plans
- Integration with organizational strategy
- Implementation and change management
- **Case Study**: Launching a conflict management program in a healthcare system

Training Methodology

- Interactive lectures and multimedia presentations
- Real-world case study discussions
- Scenario-based role-playing and simulations
- Conflict resolution workshops
- Group activities and problem-solving tasks
- Personal and team action planning

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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