Conflict Resolution in Project Teams Training Course

Professional Development Training Course Outline

Category	Project Management	**Duration**	5 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Conflict resolution is a critical competency in modern project environments where cross-functional teams, tight deadlines, diverse personalities, and high-stakes deliverables often create tension and disagreement. Conflict Resolution in Project Teams Training Course equips participants with practical conflict management frameworks, communication techniques, and negotiation strategies to identify, address, and resolve conflicts constructively. The course emphasizes emotional intelligence, leadership communication, collaborative problem-solving, and team dynamics to ensure conflicts are transformed into opportunities for innovation, trust-building, and improved performance.

In complex project settings, unresolved conflict can lead to delays, cost overruns, reduced morale, and project failure. This course provides structured tools for diagnosing conflict sources, managing interpersonal and task-based disputes, and facilitating resolution within project teams. Participants will learn how to apply mediation techniques, stakeholder alignment strategies, and preventive conflict management practices across project lifecycles. Through real-world case studies and practical exercises, learners will gain the confidence to manage conflict professionally, strengthen team cohesion, and sustain high-performing project teams.

Programme Curriculum

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Course Objectives

1. Understand the nature and types of conflict in project team environments.
2. Identify root causes of interpersonal and task-based conflicts in projects.
3. Apply conflict management styles appropriate to different project situations.
4. Strengthen communication skills for difficult conversations and feedback.
5. Use emotional intelligence to manage reactions and reduce escalation.
6. Apply negotiation and mediation techniques within project teams.
7. Resolve cross-functional and multicultural team conflicts effectively.
8. Manage stakeholder conflicts impacting project scope, cost, and timelines.
9. Prevent recurring conflicts through structured project governance.
10. Address power dynamics and authority-related conflicts in teams.
11. Apply conflict resolution tools during project planning and execution.
12. Foster psychological safety and trust within project teams.
13. Develop personal action plans for continuous conflict management improvement.

Organizational Benefits

- Improved project team collaboration and communication
- Reduced project delays caused by unresolved conflicts
- Higher employee engagement and morale in project teams
- Stronger leadership effectiveness in conflict situations
- Improved decision-making through constructive dialogue
- Enhanced stakeholder alignment and cooperation
- Reduced staff turnover and workplace tension
- Stronger organizational culture of accountability and trust
- Increased project success rates and delivery performance
- Improved ability to manage complex and diverse project teams

Target Audiences

- Project managers and project coordinators
- Team leaders and supervisors
- Program and portfolio managers
- Cross-functional project team members

- Human resource and organizational development professionals
- Technical specialists working in project environments
- Consultants supporting project delivery
- Senior managers overseeing project teams

Course Duration: 10 days

Course Modules

Module 1: Understanding Conflict in Project Teams

- Define conflict and its relevance in project environments
- Types of conflict: task, relationship, and process conflict
- Positive versus negative impacts of conflict on projects
- Common conflict triggers in project teams
- Role of leadership in conflict management
- Case Study: Conflict escalation during a multi-department project

Module 2: Sources of Conflict Across the Project Lifecycle

- Conflicts during project initiation and planning
- Role ambiguity and responsibility overlap
- Resource constraints and competing priorities
- Schedule pressure and performance stress
- Communication breakdowns and assumptions
- Case Study: Planning-stage conflict affecting project timelines

Module 3: Conflict Management Styles

- Overview of conflict management approaches
- When to avoid, accommodate, compromise, collaborate, or compete
- Assessing personal conflict style tendencies
- Adapting styles to project contexts
- Aligning styles with project goals
- Case Study: Selecting the wrong conflict style in a critical project

Module 4: Communication Skills for Conflict Resolution

- Active listening and questioning techniques
- Giving and receiving constructive feedback
- Managing difficult conversations professionally
- Non-verbal communication and tone awareness
- Clarifying expectations and assumptions

- Case Study: Communication failure between technical teams

Module 5: Emotional Intelligence in Conflict Situations

- Understanding emotions in workplace conflict
- Self-awareness and self-regulation techniques
- Empathy and perspective-taking in teams
- Managing emotional triggers under pressure
- Building emotionally intelligent project leadership
- Case Study: Emotional escalation during a project crisis

Module 6: Negotiation Techniques for Project Teams

- Principles of interest-based negotiation
- Preparing for negotiation within project constraints
- Managing win-win and trade-off scenarios
- Handling resistance and deadlock situations
- Documenting negotiated agreements
- Case Study: Negotiating scope changes with internal stakeholders

Module 7: Mediation and Facilitation Skills

- Role of mediation in project conflict resolution
- Structuring mediation conversations
- Neutral facilitation techniques for team disputes
- Managing confidentiality and trust
- Achieving sustainable agreements
- Case Study: Mediating conflict between project leads

Module 8: Managing Cross-Functional Team Conflicts

- Understanding cross-functional team dynamics
- Aligning goals across departments
- Addressing conflicting priorities and incentives
- Building collaboration across functional silos
- Coordinating decision-making authority
- Case Study: Conflict between operations and project delivery teams

Module 9: Cultural and Diversity-Related Conflicts

- Cultural differences affecting communication and behavior

- Managing diversity in global project teams
- Addressing unconscious bias and assumptions
- Inclusive conflict resolution practices
- Building culturally intelligent project leadership
- Case Study: Cultural misunderstanding in an international project

Module 10: Stakeholder Conflict Management

- Identifying internal and external stakeholders
- Mapping stakeholder interests and influence
- Managing conflicting stakeholder expectations
- Communication strategies for stakeholder alignment
- Escalation and governance mechanisms
- Case Study: Stakeholder disagreement threatening project approval

Module 11: Power, Authority, and Role Conflicts

- Formal versus informal power dynamics
- Managing authority challenges within teams
- Resolving conflicts between managers and specialists
- Handling role ambiguity and accountability issues
- Strengthening role clarity in projects
- Case Study: Authority conflict between project sponsor and manager

Module 12: Conflict Prevention Strategies

- Early warning signs of emerging conflict
- Preventive communication and alignment techniques
- Establishing clear project governance structures
- Setting team norms and conflict protocols
- Encouraging open dialogue and feedback
- Case Study: Preventing conflict through proactive planning

Module 13: Conflict Resolution Tools and Frameworks

- Structured conflict resolution models
- Root cause analysis for recurring conflicts
- Decision-making frameworks for disputes
- Documentation and follow-up practices
- Monitoring resolution effectiveness
- Case Study: Applying a structured framework to resolve team conflict

Module 14: Building High-Trust Project Teams

- Psychological safety in project environments
- Trust-building behaviors for leaders and teams
- Managing conflict without damaging relationships
- Reinforcing accountability and respect
- Sustaining collaboration under pressure
- Case Study: Rebuilding trust after a major project dispute

Module 15: Action Planning and Organizational Integration

- Translating learning into project practice
- Developing personal conflict management action plans
- Integrating conflict resolution into project methodologies
- Aligning HR and project governance policies
- Measuring improvement in team dynamics
- Case Study: Institutionalizing conflict resolution practices in projects

Training Methodology

- Instructor-led presentations and conceptual briefings
- Facilitated group discussions and experience sharing
- Role plays and conflict simulation exercises
- Practical tools and structured frameworks application
- Case study analysis and group problem-solving
- Individual reflection and action plan development

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	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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