Managing Workplace Conflict and Disputes Training Course

Professional Development Training Course Outline

Category	Trade Unions	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Workplace conflict and disputes are inevitable in today's fast-paced, hybrid, and highly diverse organizational environments. From generational differences and communication breakdowns to remote team misunderstandings and leadership misalignment, unresolved conflict can significantly reduce productivity, increase employee turnover, and damage organizational culture. Managing Workplace Conflict and Disputes Training Course is designed to equip professionals with advanced conflict resolution strategies, emotional intelligence skills, negotiation techniques, and workplace mediation frameworks that transform tension into collaboration and growth.

This course integrates modern approaches such as restorative communication, interest-based negotiation, de-escalation techniques, and conflict analytics. Participants will learn how to identify root causes of disputes, apply structured resolution models, and foster a culture of trust, accountability, and high performance. The program is practical, case-driven, and aligned with global best practices in HR management, organizational behavior, and leadership development.

Programme Curriculum

Managing Workplace Conflict and Disputes Training Course

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Course Duration

5 days

Course Objectives

1. Develop advanced conflict resolution skills for modern workplaces
2. Apply emotional intelligence (EQ) in high-pressure disputes
3. Master workplace mediation techniques for teams and individuals
4. Understand root cause analysis of organizational conflict
5. Improve communication and active listening strategies
6. Implement interest-based negotiation frameworks (IBN)
7. Strengthen leadership decision-making in conflict scenarios
8. Manage remote and hybrid team conflicts effectively
9. Reduce workplace tension using de-escalation strategies
10. Promote psychological safety and employee engagement
11. Handle grievance procedures and disciplinary disputes
12. Build cross-cultural conflict management competence
13. Enhance organizational productivity through conflict transformation

Target Audience

1. HR Managers and HR Business Partners
2. Team Leaders and Supervisors
3. Senior Executives and Department Heads
4. Project Managers and Agile Scrum Masters
5. Employee Relations Officers
6. Organizational Development Specialists
7. Union Representatives and Workplace Mediators
8. Entrepreneurs and Business Owners

Course Modules

Module 1: Foundations of Workplace Conflict

- Types of workplace conflict (task, relationship, structural)
- Causes of disputes in modern organizations
- Conflict escalation cycle
- Behavioral patterns in workplace disagreements
- **Case Study:** Communication breakdown in a multinational remote team

Module 2: Emotional Intelligence in Conflict Management

- Understanding emotional triggers

- Self-awareness and self-regulation techniques
- Empathy in conflict resolution
- Managing stress responses during disputes
- **Case Study:** Manager-employee emotional escalation in performance review

Module 3: Communication & Active Listening Skills

- Barriers to effective workplace communication
- Active listening frameworks (PARA, SOLER)
- Non-verbal communication cues
- Constructive feedback techniques
- **Case Study:** Miscommunication in cross-functional project delivery

Module 4: Conflict Resolution Strategies

- Thomas-Kilmann conflict modes
- Win-win problem-solving techniques
- Collaborative vs competitive approaches
- Conflict de-escalation tools
- **Case Study:** Sales and operations departmental conflict resolution

Module 5: Workplace Mediation & Negotiation

- Role of a workplace mediator
- Interest-based negotiation (IBN) model
- Structuring mediation sessions
- Reaching mutually beneficial agreements
- **Case Study:** Union-management wage dispute mediation

Module 6: Managing Team & Leadership Conflicts

- Leadership styles and conflict impact
- Managing difficult employees
- Authority vs collaboration balance
- Team dynamics and conflict triggers
- **Case Study:** High-performance team internal rivalry conflict

Module 7: Organizational Conflict Systems

- HR policies and grievance procedures
- Disciplinary frameworks and fairness
- Organizational justice principles
- Conflict prevention systems
- **Case Study:** Employee grievance escalation in corporate HR system

Module 8: Conflict Transformation & Workplace Culture

- Building a conflict-positive culture
- Psychological safety in teams
- Continuous feedback systems
- Conflict as innovation driver
- **Case Study:** Transforming toxic workplace culture into collaborative environment

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

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

Start Date	End Date	Location	Price
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

Ready to enroll or request a customized program? Book online or contact us:

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