

CHANGE MANAGEMENT STRATEGIES AND CONFLICT RESOLUTION



GENTEX[®]
TRAINING CENTER



Introduction

Organizational change often triggers resistance, uncertainty, and interpersonal tension that can derail even well-planned initiatives. The Change Management Strategies and Conflict Resolution Training Course equips professionals with the frameworks needed to lead change smoothly while resolving conflicts that arise along the way. Furthermore, this course covers change models, stakeholder engagement, resistance management, and structured conflict resolution techniques relevant to modern organizations. As a result, participants learn to guide teams through transitions, address disputes constructively, and sustain momentum during periods of change. Gentex Training Center designed this program to strengthen leadership capability in managing both organizational change and workplace conflict.

Change Management Strategies and Conflict Resolution Course Objectives

- Apply Kotter's 8-Step Change Model to organizational initiatives
- Use the ADKAR framework to guide individual change adoption
- Identify sources of resistance using stakeholder analysis
- Apply structured conflict resolution techniques to workplace disputes
- Use the Thomas-Kilmann conflict mode instrument to identify styles
- Develop communication plans to support change initiatives
- Apply mediation techniques to resolve team conflicts
- Build change readiness assessments for organizational transitions
- Apply negotiation strategies to align competing interests
- Design feedback mechanisms to monitor change progress

Course Methodology

- Interactive lectures on change management and conflict frameworks

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- Role-play exercises simulating change resistance scenarios
- Case studies analyzing successful and failed change initiatives
- Group discussions on resolving workplace conflicts
- Practical exercises in stakeholder and readiness analysis
- Self-assessment tools to identify personal conflict styles
- Trainer feedback on applied change and conflict strategies

Who Should Take This Course

- Managers and team leaders driving organizational change
- HR professionals supporting change initiatives
- Project managers overseeing transformation projects
- Team leaders managing workplace disputes
- Change management and transformation consultants
- Department heads navigating restructuring
- Professionals seeking stronger change and conflict management skills

Change Management Strategies and Conflict Resolution Course Outlines

Day 1: Foundations of Change Management

- Understanding the nature and drivers of organizational change
- Overview of Kotter's 8-Step Change Model
- Introduction to the ADKAR change framework
- Identifying stages of individual and organizational transition
- Assessing organizational readiness for change



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- Recognizing common causes of change failure
- Setting clear change management objectives

Day 2: Managing Resistance and Stakeholder Engagement

- Conducting stakeholder analysis for change initiatives
- Identifying sources and signs of resistance
- Applying strategies to address resistance constructively
- Building coalitions to support change efforts
- Developing communication plans for change initiatives
- Engaging leaders as change champions
- Sustaining momentum throughout the change process

Day 3: Foundations of Conflict Resolution

- Understanding sources and types of workplace conflict
- Applying the Thomas-Kilmann conflict mode instrument
- Identifying personal conflict management styles
- Recognizing early signs of team conflict
- Applying active listening in conflict situations
- Structuring difficult conversations effectively
- Avoiding common conflict escalation triggers

Day 4: Conflict Resolution Techniques and Mediation

- Applying structured conflict resolution techniques
- Using mediation skills to facilitate resolution



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- Applying negotiation strategies to align interests
- Managing conflicts between teams and departments
- Facilitating win-win outcomes in disputes
- Handling conflicts during periods of change
- Documenting and following up on resolutions

Day 5: Sustaining Change and Long-Term Resolution

- Designing feedback mechanisms to monitor change progress
- Reinforcing new behaviors after change implementation
- Applying continuous improvement to change initiatives
- Building long-term conflict prevention strategies
- Measuring the success of change and conflict interventions
- Aligning change outcomes with organizational goals
- Building a personal change and conflict management plan

Conclusion

By successfully completing the Change Management Strategies and Conflict Resolution Training Course, participants will have acquired practical skills in change leadership, stakeholder engagement, mediation, and structured conflict resolution. Furthermore, attendees will understand how to apply proven frameworks such as Kotter's model and ADKAR to guide successful transitions. As a result, participants leave equipped to manage resistance, resolve disputes constructively, and sustain organizational change with confidence. Gentex Training Center remains committed to developing leaders who navigate change and conflict with clarity and skill.





FAQs

Q1 What is the "Change Management Strategies and Conflict Resolution" course about?

This course teaches professionals how to lead organizational change while resolving workplace conflicts effectively. It covers change models, stakeholder engagement, resistance management, and mediation techniques, helping participants guide teams through transitions with confidence and structure.

Q2 What are the key benefits of the "Change Management Strategies and Conflict Resolution" course?

Participants gain stronger change leadership skills, reduced resistance to initiatives, and improved conflict resolution abilities. Additionally, the course strengthens stakeholder engagement, supports smoother transitions, and helps professionals maintain team cohesion during periods of disruption.

Q3 What skills will I gain from the "Change Management Strategies and Conflict Resolution" course?

Participants develop change leadership, stakeholder engagement, mediation, and conflict resolution skills. These abilities help professionals guide organizational transitions smoothly while addressing workplace disputes constructively and maintaining team performance.



Q4 What tools, methods, or standards are covered in the "Change Management Strategies and Conflict Resolution" course?

The course covers Kotter's 8-Step Change Model, the ADKAR framework, and the Thomas-Kilmann conflict mode instrument. Role-play exercises and case studies reinforce practical application of these change and conflict management methods.

Q5 How is the "Change Management Strategies and Conflict Resolution" course applied in real-world practice?

Participants apply change and conflict management techniques when leading transformation projects, managing team disputes, and engaging resistant stakeholders. As a result, professionals guide smoother transitions, resolve disputes faster, and sustain organizational performance during periods of change.