

MANAGING CONFLICT, DECISION MAKING & EMPOWERMENT



GENTEX[®]
TRAINING CENTER



Introduction

Managing Conflict, Decision Making & Empowerment Training Course develops the three managerial capabilities that keep teams healthy and productive. Conflict handled badly drains energy; conflict handled well sharpens decisions. Decision-making improves when it is structured and evidence-based, and empowerment fails when it is granted without clarity. This program connects the three deliberately. It covers conflict diagnosis, structured decision methods, delegation of authority, and accountability. As a result, participants learn to resolve disputes constructively, choose options defensibly, and give teams real autonomy with clear boundaries. Furthermore, the course covers negotiation, coaching, and building ownership.

Managing Conflict, Decision Making & Empowerment Course Objectives

- Diagnose conflict sources and intervene at the right level.
- Apply the Thomas-Kilmann conflict modes appropriately.
- Use mediation and interest-based negotiation techniques.
- Structure decisions with decision matrices and weighted scoring.
- Apply the OODA loop for time-pressured decisions.
- Evaluate options with cost-benefit and sensitivity analysis.
- Recognise cognitive bias and apply debiasing techniques.
- Delegate authority using the five levels of delegation.
- Define decision rights and accountability with the RACI matrix.
- Coach team members using the GROW model.

Course Methodology

- Facilitated sessions built around real workplace disputes.

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- Conflict diagnosis workshops using the Thomas-Kilmann model.
- Role-play of mediation, negotiation, and difficult conversations.
- Group exercises in decision modelling and option appraisal.
- Case studies of empowerment successes and reversals.
- Simulation of a decision round with delegated authority.
- Peer feedback, reflection, and a personal management action plan.

Who Should Take This Course

- Managers and team leaders at all levels.
- Operations and service supervisors.
- Project and program managers coordinating teams.
- HR and employee relations professionals.
- Quality and continuous improvement leads.
- Department heads handling cross-functional disputes.
- Technical leaders moving into management roles.

Managing Conflict, Decision Making & Empowerment Course Outlines

Day 1: Understanding and Diagnosing Conflict

- Defining conflict and its constructive potential.
- Sources of conflict: goals, resources, values, and roles.
- The Thomas-Kilmann modes: competing, collaborating, compromising, avoiding, accommodating.
- Choosing the right mode for each situation.



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- Reading escalation stages and early warning signs.
- Managing your own reactions and emotional triggers.
- Workshop: diagnosing a real workplace conflict.

Day 2: Resolving Conflict and Negotiating

- Interest-based negotiation and positions versus interests.
- BATNA, ZOPA, and reservation points.
- Mediation steps and the role of a neutral third party.
- Handling difficult behaviours in disputes.
- Repairing damaged working relationships.
- Escalation and formal grievance routes.
- Role-play: mediating a dispute between two team members.

Day 3: Structured Decision Making

- Defining the decision and framing the question.
- Decision matrices and weighted scoring models.
- The OODA loop and recognition-primed decision making.
- Cost-benefit analysis and sensitivity analysis.
- Risk assessment with probability and impact.
- Cognitive bias: confirmation, anchoring, and groupthink.
- Workshop: building a weighted decision model.

Day 4: Empowerment and Delegation of Authority

- Defining empowerment and its boundaries.
- The five levels of delegation with clear limits.



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- Decision rights and the RACI matrix.
- Setting guardrails and escalation triggers.
- Building accountability without blame.
- Coaching with the GROW model to build confidence.
- Role-play: delegating a decision with clear boundaries.

Day 5: Building an Empowered, Coherent Team

- Team development stages and the Tuckman model.
- Psychological safety and constructive challenge.
- Handling mistakes within delegated authority.
- Building capability and succession in the team.
- Reviewing decisions with after-action reviews.
- Creating a personal management action plan.
- Capstone: presenting a 90-day empowerment and conflict plan.

Conclusion

By successfully completing Managing Conflict, Decision Making & Empowerment Training Course, participants will have acquired the knowledge to diagnose and resolve conflict constructively, negotiate and mediate effectively, make structured and defensible decisions, delegate authority with clear limits, and build accountability without blame. They will also understand how to coach teams toward confident, independent judgement. Gentex Training Center delivers this program through applied workshops and expert facilitation, helping managers resolve friction quickly and push decisions closer to the work.





FAQs for the Managing Conflict, Decision Making & Empowerment course

Q1 What is the "Managing Conflict, Decision Making & Empowerment" course about?

It is a training program that develops three linked managerial capabilities. It covers conflict diagnosis and resolution, mediation and negotiation, structured decision-making, delegation of authority, and building accountable empowerment.

Q2 What are the key benefits of the "Managing Conflict, Decision Making & Empowerment" course?

Participants gain confidence in handling disputes, more defensible decisions, and clearer boundaries for delegated authority. Organizations benefit from faster resolution of friction, fewer escalated disputes, quicker decisions, and teams that act without waiting for permission.

Q3 What skills will I gain from the "Managing Conflict, Decision Making & Empowerment" course?

Participants build conflict diagnosis and resolution, mediation and interest-based negotiation, structured decision-making and option appraisal, and delegation of authority, decision rights, and coaching.



Q4 What tools, methods, or standards are covered in the "Managing Conflict, Decision Making & Empowerment" course?

The course covers the Thomas-Kilmann conflict model, interest-based negotiation with BATNA and ZOPA, mediation steps, decision matrices and weighted scoring, the OODA loop, recognition-primed decision making, cost-benefit and sensitivity analysis, risk assessment, debiasing techniques, the five levels of delegation, the RACI matrix, the GROW coaching model, the Tuckman stages, and after-action reviews.

Q5 How is the "Managing Conflict, Decision Making & Empowerment" course applied in real-world practice?

Learners apply it by diagnosing disputes before intervening, mediating between team members, using decision matrices for significant choices, delegating decisions with written guardrails, coaching staff through their first independent decisions, and reviewing outcomes in after-action reviews.