

MANAGING CONFLICTS & DIFFICULT SITUATIONS



GENTEX[®]
TRAINING CENTER



Introduction

Managing Conflicts & Difficult Situations Training Course prepares managers and professionals to handle friction, hostility, and high-pressure exchanges without damaging relationships or outcomes. Difficult situations rarely resolve themselves; they escalate when they are avoided and harden when they are handled badly. This program builds the confidence and method to intervene early and fairly. It covers conflict diagnosis, difficult conversations, de-escalation, mediation, and negotiation. As a result, participants learn to stay composed, keep the discussion on interests rather than personalities, and reach workable agreements. Furthermore, the course covers emotional regulation, cross-cultural sensitivity, and relationship repair.

Managing Conflicts & Difficult Situations Course Objectives

- Identify conflict sources and recognise early warning signs.
- Apply the Thomas-Kilmann conflict modes to each situation.
- Prepare and conduct difficult conversations step by step.
- Regulate your own emotions during tense exchanges.
- Use de-escalation techniques with angry or hostile counterparts.
- Apply active listening and reflective questioning under pressure.
- Mediate disputes between colleagues impartially.
- Negotiate with interest-based methods: BATNA, ZOPA, and reservation points.
- Repair damaged working relationships after conflict.
- Escalate formally and fairly when informal routes fail.

Course Methodology

- Facilitated sessions built around real difficult-situation cases.

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- Role-play of difficult conversations, mediation, and de-escalation.
- Group exercises in conflict diagnosis and interest mapping.
- Case studies from service, industrial, and project settings.
- Simulation of a formal grievance and escalation meeting.
- Self-assessment of conflict style and emotional triggers.
- Peer feedback, reflection, and a personal conflict action plan.

Who Should Take This Course

- Managers and team leaders at all levels.
- Supervisors handling customer or staff disputes.
- HR and employee relations professionals.
- Project and program managers coordinating conflicting parties.
- Service and operations leaders in high-contact roles.
- Team leaders managing interpersonal tension.
- Professionals working with difficult stakeholders.

Managing Conflicts & Difficult Situations Course Outlines

Day 1: Understanding Conflict and Difficult Situations

- Defining conflict and its constructive and destructive sides.
- Sources of conflict: goals, resources, values, roles, and communication.
- The Thomas-Kilmann modes and choosing between them.
- Escalation stages and early warning indicators.
- Personal conflict style and default reactions.



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- Cultural and personality differences in conflict behaviour.
- Workshop: conflict style self-assessment.

Day 2: Handling Difficult Conversations

- Preparing for a difficult conversation: purpose, facts, and outcome.
- Structuring the conversation with the DESC script.
- Opening safely and stating the issue clearly.
- Active listening and reflective questioning.
- Managing anger, tears, silence, and avoidance.
- Keeping the discussion on behaviour, not character.
- Role-play: a difficult conversation with a colleague.

Day 3: De-escalation and Difficult Behaviours

- Recognising escalation signals in voice and body language.
- De-escalation techniques and calming language.
- Working with aggressive, passive-aggressive, and manipulative behaviour.
- Setting boundaries and consequences politely but firmly.
- Handling difficult customers and stakeholders.
- Involving security, HR, or mediation at the right time.
- Role-play: de-escalating a hostile exchange.

Day 4: Mediation and Negotiation

- Mediation steps and the mediator's neutral role.
- Interest-based negotiation and positions versus interests.
- BATNA, ZOPA, and reservation points.



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- Handling strong emotions in negotiation.
- Building agreements that both parties can defend.
- Documenting agreements and follow-up commitments.
- Simulation: mediating a dispute between two colleagues.

Day 5: Repair, Resilience, and Escalation

- Repairing relationships after conflict.
- Rebuilding trust with the trust equation.
- Formal grievance, investigation, and escalation routes.
- Managing fairness, evidence, and confidentiality.
- Personal resilience and recovering after difficult exchanges.
- Creating a personal conflict management plan.
- Capstone: presenting a conflict management framework.

Conclusion

By successfully completing Managing Conflicts & Difficult Situations Training Course, participants will have acquired the knowledge to recognise conflict early, prepare and hold difficult conversations, de-escalate hostile exchanges, mediate disputes impartially, negotiate with interest-based methods, repair relationships, and escalate fairly when needed. They will also understand how to protect their own composure and resilience. Gentex Training Center delivers this program through applied workshops and expert facilitation, helping participants handle the hardest conversations with confidence.





FAQs for the Managing Conflicts & Difficult Situations course

Q1 What is the "Managing Conflicts & Difficult Situations" course about?

It is a training program that teaches how to handle conflict and high-pressure interpersonal situations at work. It covers conflict diagnosis, difficult conversations, de-escalation, mediation, negotiation, relationship repair, and formal escalation.

Q2 What are the key benefits of the "Managing Conflicts & Difficult Situations" course?

Participants gain confidence in tense exchanges, better control of their own reactions, and practical methods for resolving disputes fairly. Organizations benefit from less unresolved friction, fewer escalation escalations and grievances, faster agreement, and stronger working relationships.

Q3 What skills will I gain from the "Managing Conflicts & Difficult Situations" course?

Participants build conflict diagnosis and early intervention, difficult conversations and de-escalation, mediation and interest-based negotiation, and relationship repair, resilience, and formal escalation.



Q4 What tools, methods, or standards are covered in the "Managing Conflicts & Difficult Situations" course?

The course covers the Thomas-Kilmann conflict model, the DESC conversation script, active listening and reflective questioning techniques, de-escalation frameworks, mediation steps, interest-based negotiation with BATNA and ZOPA, the trust equation, and formal grievance and investigation procedures.

Q5 How is the "Managing Conflicts & Difficult Situations" course applied in real-world practice?

Learners apply it by preparing difficult conversations with clear facts and outcomes, calming tense exchanges before they escalate, mediating between team members, negotiating agreements both sides can defend, documenting commitments, and involving HR or formal routes when informal resolution fails.