

MASTERING CONFLICT MANAGEMENT AND RESOLUTION



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TRAINING CENTER



Introduction

Conflict costs organizations more than most leaders measure: stalled projects, disengaged teams, costly turnover, and decisions delayed by unresolved tension. This Mastering Conflict Management and Resolution Training Course teaches participants how to read conflict early, respond calmly, and guide parties toward workable agreements. Learners study the ThomasKilmann conflict modes, interest-based negotiation, mediation structure, and the Harvard Principled Negotiation method. Furthermore, the course builds skills in de-escalation, emotional regulation, and constructive feedback during disagreement. As a result, participants convert destructive disputes into problem-solving conversations that protect relationships and restore productivity.

Mastering Conflict Management and Resolution Course Objectives

- Diagnose the sources and stages of conflict using the Conflict Process model.
- Select the right response from the ThomasKilmann five conflict modes.
- Apply interest-based negotiation to uncover underlying needs and concerns.
- Use the Harvard Principled Negotiation method and the BATNA concept.
- Mediate disputes with a structured three-stage mediation process.
- Regulate emotions during tense exchanges with de-escalation techniques.
- Practice active listening, reframing, and non-violent communication.
- Deliver difficult feedback without triggering defensive reactions.
- Manage cross-cultural and remote-team conflicts effectively.
- Document agreements and follow up to prevent conflict recurrence.



Course Methodology

This course combines short lectures with intensive role-play and simulation. Participants mediate live scenarios drawn from their own workplaces and receive structured feedback. Trainers use case studies, emotional regulation drills, and video review of communication style. Group debriefs explore what worked and why. In addition, participants complete a personal conflict style profile and an action plan for handling recurring disputes.

Who Should Take This Course

- Managers and team leaders handling team disputes
- Human resources and employee relations professionals
- Project managers working across departments
- Customer service and complaints team leaders
- Union representatives and works council members
- Consultants and mediators working with organizations
- Anyone navigating recurring workplace conflict

Mastering Conflict Management and Resolution Course Outlines

Day 1: Understanding Conflict

- Definitions: disagreement, dispute, and destructive conflict
- The Conflict Process model: sources, escalation, outcomes
- Task conflict versus relationship conflict
- The five conflict styles in the ThomasKilmann model

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- Personal conflict style profile and its consequences
- Cultural influences on how conflict appears
- Costing conflict: the hidden organizational bill

Day 2: Communication and Emotions Under Tension

- Active listening and empathic reflection
- Reframing accusations into shared problems
- Non-violent communication: observation, feeling, need, request
- Emotional triggers and self-regulation in the moment
- De-escalation language and tone management
- Handling anger, silence, and passive resistance
- Practice lab with recorded feedback

Day 3: Negotiation and Problem Solving

- Positional bargaining versus interest-based negotiation
- The Harvard Principled Negotiation framework
- Identifying interests behind positions
- BATNA, WATNA, and reservation points
- Creating options for mutual gain
- Objective criteria and fair standards
- Negotiation simulation with debrief

Day 4: Mediation and Third-Party Intervention

- When to mediate, when to manage, when to escalate
- The three-stage mediation structure: opening, exploration, agreement



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- Setting ground rules and managing power imbalance
- Caucusing and separate conversations
- Documenting settlements and commitments
- Handling bad-faith behavior and impasse
- Mediation practice with direct coaching

Day 5: Building a Conflict-Competent Workplace

- Difficult feedback and performance conversations
- Early intervention and conflict coaching
- Designing a conflict management policy
- Handling cross-cultural and remote-team disputes
- Systemic causes: roles, resources, and unclear goals
- Restoring relationships after a serious breakdown
- Personal action plan and follow-up commitments

Conclusion

By successfully completing Mastering Conflict Management and Resolution, participants will gain a practical understanding of how disputes arise, escalate, and settle. They will be able to choose the right conflict response, negotiate around interests rather than positions, mediate between colleagues, and keep their own emotions steady under pressure. In addition, they will know how to build early-warning habits that prevent small disagreements from growing. Gentex Training Center designed this course so that learners return to work ready to handle real disputes with confidence and fairness.





FAQs

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

It teaches how to handle disagreements before they damage performance or relationships. Participants learn conflict diagnosis, communication under tension, interest-based negotiation, structured mediation, and the habits that keep disputes from returning.

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

Participants resolve disputes faster with less strain on working relationships, reduce escalation and formal complaints, and recover team productivity sooner. They also gain confidence in tense conversations and become the person colleagues trust to calm a heated situation.

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

You will gain conflict diagnosis and early intervention, communication and emotional de-escalation, interest-based negotiation, and structured mediation and agreement documentation. These four skills combine to make conflict a manageable part of work.



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

The course covers the ThomasKilmann five conflict modes, the Conflict Process model, the Harvard Principled Negotiation framework, BATNA and WATNA analysis, the three-stage mediation structure, and Non-Violent Communication.

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

Professionals apply it in team disputes, performance conversations, cross-department standoffs, customer escalations, and supplier disagreements. The approaches transfer to any setting where two parties need a fair outcome and a relationship that can continue.