

Course No. 1375

Conflict Management for Managers Training Course

MANAGEMENT SKILLS
BUSINESS, MANAGEMENT & LEADERSHIP

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Conflict Management for Managers Training Course equips leaders with the practical frameworks, communication skills, and decision-making discipline needed to address workplace conflict constructively. In complex organizations, conflict can arise from competing priorities, unclear accountability, resource constraints, performance concerns, cultural differences, organizational change, and differing professional perspectives. When it is not managed effectively, conflict can affect productivity, morale, collaboration, customer service, compliance, and the quality of managerial decisions.

This professional training course enables managers to distinguish between healthy, task-focused disagreement and destructive interpersonal conflict. Participants examine the causes, patterns, and escalation points of workplace conflict, then learn how to intervene early, communicate with clarity, and guide difficult conversations toward workable agreements. The course emphasizes a balanced approach that protects business continuity, professional relationships, fairness, and organizational standards.

Designed for government entities, ministries, public sector organizations, banks, financial institutions, oil and gas organizations, and large corporations, this Conflict Management for Managers Training Course connects people-management skills with operational performance. Managers will explore how conflict affects team dynamics, cross-functional cooperation, employee engagement, risk management, and the delivery of strategic objectives. Particular attention is given to managing conflict in structured, high-accountability, and multicultural workplaces.

Through practical exercises, case discussions, role plays, and action-planning activities, participants will build confidence in handling challenging situations without avoiding important issues or allowing disagreements to escalate unnecessarily. The course supports managers in creating a respectful, accountable, and solution-oriented workplace culture where concerns can be raised, decisions can be challenged professionally, and teams can remain focused on organizational priorities.

Objectives

- Analyze the main sources, types, and business impacts of workplace conflict by the end of the course.
- Identify early warning signs of conflict escalation in teams, projects, and cross-functional working

relationships during practical case exercises.

- Assess individual conflict-management preferences using structured reflection tools and apply the findings to at least two workplace scenarios.
- Apply active listening, questioning, and communication techniques to conduct constructive conflict conversations in role-play activities.
- Differentiate between positional demands, underlying interests, facts, assumptions, and emotions when evaluating a workplace dispute.
- Develop a clear preparation plan for a difficult conversation, including objectives, stakeholders, risks, evidence, and desired outcomes.
- Use appropriate conflict-resolution approaches, including collaboration, accommodation, compromise, avoidance, and assertive intervention, in simulated management cases.
- Evaluate when a conflict should be resolved informally, facilitated by a manager, referred to human resources, or escalated through formal organizational procedures.
- Design fair and practical agreements that define responsibilities, timelines, follow-up actions, and measures of success.
- Strengthen managerial capability to manage emotions, maintain professionalism, and de-escalate high-pressure conversations throughout the course.
- Implement a personal conflict-management action plan for application within the participant's team or department following the training.

Who Should Attend

This course is designed for managers, supervisors, team leaders, department heads, project managers, operations managers, branch managers, senior specialists, and newly appointed leaders who are responsible for people, performance, service delivery, or cross-functional coordination. It is particularly relevant for professionals leading teams in government departments, ministries, regulatory bodies, public sector organizations, banks, financial institutions, energy organizations, oil and gas operations, and large corporate environments.

The course is also valuable for human resources professionals, employee relations specialists, organizational development practitioners, compliance managers, legal and governance professionals, procurement leaders, customer service managers, and project delivery teams who support or manage sensitive workplace relationships. Executives and decision makers will benefit from the course's focus on resolving conflict in a manner that aligns with organizational values, accountability requirements, risk controls, and strategic priorities.

Participants should attend when they need to address performance disagreements, team tensions, stakeholder disputes, communication breakdowns, resistance to change, or conflict between departments. The program is suitable for managers seeking a more structured and confident approach to difficult conversations while maintaining trust, fairness, authority, and operational focus.

Learning Outcomes

- Recognize the difference between productive disagreement and harmful workplace conflict.
- Diagnose the root causes, stakeholders, interests, and risks involved in a conflict situation.
- Select an appropriate conflict-management strategy based on the seriousness, urgency, relationship impact, and organizational context of the issue.
- Prepare for difficult conversations using a structured approach that clarifies facts, objectives, boundaries, and possible solutions.
- Conduct conflict-resolution discussions using active listening, open questions, summarizing, reframing, and respectful assertiveness.
- Manage emotional reactions and maintain professional composure during challenging conversations.
- Address conflict between individuals, within teams, and across departments without losing focus on organizational performance.
- Facilitate collaborative problem-solving discussions that move participants from blame toward accountability and action.
- Document agreed actions, responsibilities, and follow-up arrangements to support sustainable resolution.
- Identify situations that require support from human resources, employee relations, legal, compliance, security, or senior management.
- Build a practical conflict-management action plan that can be implemented in the participant's workplace.

Course Outline

DAY 01

Understanding Workplace Conflict and Its Organizational Impact

- Defining conflict management in a corporate and public-sector environment
- Constructive versus destructive conflict: impact on performance, trust, service delivery, and decision making
- Common causes of conflict: priorities, roles, resources, performance, communication, values, and change
- Types of workplace conflict: interpersonal, team, cross-functional, stakeholder, and organizational conflict

PRACTICAL APPLICATION OR DISCUSSION

mapping current conflict risks within teams, projects, and business processes

DAY 02

Conflict Styles, Communication, and Emotional Intelligence

- Understanding conflict-management styles: competing, collaborating, compromising, avoiding, and accommodating
- Assessing personal management style and its impact on team relationships
- Active listening, questioning, paraphrasing, and reframing in difficult conversations
- Emotional intelligence, self-regulation, empathy, and professional boundaries during conflict

PRACTICAL APPLICATION OR DISCUSSION

communication role plays involving performance concerns and team disagreement

DAY 03

Resolving Conflict Through Structured Managerial Conversations

- Preparing for a conflict-resolution meeting: facts, interests, objectives, risks, and desired outcomes
- Separating people from problems and focusing on interests rather than positions
- Managing difficult behaviors, assumptions, defensiveness, and communication barriers
- De-escalation techniques for emotionally charged or high-pressure situations

PRACTICAL APPLICATION OR DISCUSSION

manager-led conflict-resolution simulation using a structured conversation framework

DAY 04

Team Conflict, Cross-Functional Disputes, and Escalation Management

- Managing conflict within teams while preserving accountability, inclusion, and performance standards
- Resolving disagreements between departments, functions, projects, and operational units
- Conflict management in multicultural, regulated, and high-accountability workplaces
- Informal resolution, mediation, formal escalation, documentation, and referral pathways

PRACTICAL APPLICATION OR DISCUSSION

case analysis of a cross-functional conflict involving competing operational priorities

DAY 05

Building a Conflict-Resilient Management Culture

- Creating team norms that support respectful challenge, early issue resolution, and constructive feedback
- Aligning conflict-management practices with organizational policies, governance, ethics, and employee relations requirements

DAY 05 — CONTINUED

- Monitoring agreements, following up on actions, and preventing recurring conflict
- Leading through change, uncertainty, and pressure without allowing conflict to undermine performance

FINAL WORKSHOP, ACTION PLAN, OR IMPLEMENTATION EXERCISE

developing an individual and team conflict-management action plan with measurable next steps

Register or Request More Information

Course page: <https://quest-training.com/courses/conflict-management-for-managers-training-course>

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