



Conflict Management and Resolution Essentials

Course objectives:

- What is conflict management?
- How to diagnose types of conflicts?
- What are successful conflict management strategies?
- Professional dispute resolution methods
- Increase your success by proactively improving your conflict management skills.
- Identify the basic causes of conflict
- Map the conflict using a five-step approach
- Identify ways to develop flexible responses to personal and professional conflicts
- Practice applying models, techniques and strategies to manage interpersonal communication behaviors in conflict situations
- Implement strategies to improve your communication and respond effectively to conflict

Course Outline:

The Advanced Skills in Dealing with Conflict and Conflict Management course includes several modules, which are:

- Developing conflict awareness
- Recognize the difference between disagreement and conflict
- Understand the five levels of conflict
- Explore barriers to conflict management and resolution
- Response to conflict
- Identify your own feelings and actions in response to the conflict
- Utilize the validation process
- Distinguish between listening to thoughts and listening to feelings
- Find out how trust is lost and regained, and how transparency builds trust
- Identify the interests behind the positions
- Conflict strategies
- Identify your preferred strategies for responding to conflict

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Understand the five conflict strategies

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- Explore appropriate strategies to reduce/manage conflict
- Moving beyond conflict
- Know why relationship conflict and content conflict are handled differently
- Turn potential disagreements into discussion by applying a disagreement model
- Identify and practice assertiveness tools and strategies
- Detoxify emotional data and devise alternative ways to express the message
- Dealing with difficult behavior
- Explain the difference between difficult people and difficult behavior
- Understand how to deal with negative behavior
- Develop a strategy for dealing with negative or aggressive behavior
- Draw a conflict map
- Define a conflict using a five-step approach
- Explore a given conflict from various “viewing points.”
- Separating interests from positions in a particular conflict