Conflict Resolution Strategies for Professionals Training

Duration: **1 Day**

BİLGİNÇ IT Academy
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Overview

Conflict is inevitable — whether it's between colleagues, departments, or clients. What truly matters is *how you handle it*
Our **Resolving Conflict Training Course** equips professionals with the mindset, skills, and tools to manage disputes tactfully, communicate effectively, and prevent unnecessary friction before it begins.

This **interactive, instructor-led course** blends practical exercises with proven behavioral frameworks to help you approach conflict with confidence and composure. Through real-world scenarios and guided discussions, you'll learn when to confront, how to de-escalate tension, and how to turn disagreements into opportunities for collaboration.

Who Should Attend

Professionals, team leaders, and managers who want to strengthen their ability to handle conflict effectively and maintain a positive, productive work environment.

What You Will Learn

By the end of this course, you will be able to:

- Identify your preferred conflict-handling style and adapt it to different situations.
- Understand the strengths and limitations of the five major conflict resolution strategies.
- Recognize common sources of workplace conflict and apply effective management techniques.
- Communicate assertively and empathetically to influence challenging personalities.
- Develop strategies that foster cooperation and mutual respect.
- Create a **Personal Action Plan** for handling real workplace or interpersonal conflicts.

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Outline

Module 1: Understanding the System

- Setting clear objectives
- Exploring behavioral patterns in workplace dynamics
- Mapping your network and defining roles
- Identifying conflict triggers

Module 2: Preventing Conflict

- Strengthening relationships through proactive communication
- Case analysis: identifying potential issues before escalation
- Building and maintaining consistency in behavior and feedback

Module 3: Focusing on Team Relationships

- Recognizing communication barriers in group settings
- Enhancing listening and feedback techniques
- Managing disagreement in team meetings
- Promoting open dialogue and collaboration

Module 4: Resolving Conflict Productively

- What doesn't work — and why
- The four-step resolution framework
- Handling difficult personalities
- Strategies for sustainable conflict prevention
- Establishing ground rules and positive norms