Manage Conflict and Difficult Situations Training

Duration: **1 Day**

BİLGİNÇ IT Academy
info@bilginc.com
+44 20 3807 0925
+90 212 282 7700

Overview

Conflict is a normal part of working life. When handled well, however, it can become more than a problem to resolve; it can create opportunities for stronger relationships, clearer communication, and better ideas.

This **one-day practical workshop** is designed to help professionals approach challenging situations with greater clarity, empathy, and confidence.

Throughout the course, participants explore common workplace conflict triggers, structured approaches to conflict resolution, and practical tools including the **Thomas-Kilmann Conflict Mode Instrument (TKI)**.

Through realistic scenarios, exercises, and reflection, learners develop the skills to reduce tension, manage difficult conversations more constructively, and turn confrontation into productive collaboration.

Prerequisites

There are no formal prerequisites for this course.

However, participants are encouraged to complete the following preparation before attending:

- Complete their individual TKI assessment,
- Reflect on a recent workplace conflict or difficult interaction.

Who Should Attend

This course is particularly suitable for:

- Professionals who regularly manage or facilitate conflict resolution,
- Individuals who want to handle difficult conversations with greater confidence,
- Managers who want to strengthen their credibility in conflict situations,
- Teams and leaders who want to reduce workplace tension and improve collaboration.

What You Will Learn

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

- Identify common workplace conflict triggers and explain their impact on team dynamics,
- Assess personal and team conflict styles using a structured framework,
- Apply appropriate conflict resolution strategies to reduce escalation and encourage collaboration,
- Handle difficult situations using a clear and practical approach,
- Manage conflict more proactively and constructively.

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Outline

1. Understanding and Navigating Conflict

- Common workplace conflict triggers
- Visible and underlying causes of conflict
- The effect of conflict on team performance
- Impact on morale, trust, and collaboration
- Recognising conflict before it escalates

2. Thomas-Kilmann Conflict Mode Instrument (TKI)

- Introduction to the TKI framework
- Interpreting individual TKI results
- The five conflict-handling modes
- Balancing Assertiveness and Cooperation
- Considering which approach is most appropriate in different situations

3. Conflict Modes in Practice

- Applying TKI concepts to realistic workplace scenarios
- Exploring the outcomes of different conflict styles
- Adapting approach to the person and situation
- Understanding the risks of relying on one preferred style
- Choosing an appropriate approach to move from tension to collaboration

4. Building Your Conflict Resolution Framework

- Preparing for difficult conversations
- Clarifying the situation and core issue
- Understanding the other person’s perspective
- Communicating clearly, calmly, and constructively
- Developing solutions while maintaining trust
- Agreeing outcomes and next steps

5. Review and Action Planning

- Reviewing key learning from the workshop
- Identifying personal strengths and development areas
- Setting individual conflict management goals
- Defining practical actions for the workplace
- Planning how to sustain and apply the new approach