Scrum Alliance Conflict Management Skills Micro-Credential Training

Duration: **1 Day**

BILGINC IT Academy
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Overview

This **intensive one-day workshop** empowers professionals with essential **conflict management and resolution skills** to build trust, strengthen communication, and foster psychological safety within agile teams.
Participants will learn to turn friction into collaboration opportunities through **interactive role-plays and real-world simulations**.
Upon completion, learners receive a **lifetime-valid Scrum Alliance digital micro credential**.

Prerequisites

No formal prerequisites required.
Recommended for individuals in leadership, coaching, or collaborative roles.

Who Should Attend

This course is ideal for:

- **Scrum Masters, Agile Coaches, Product Owners**
- **Team Leaders, Managers, Organizational Leaders**
- **HR Professionals, Business Analysts, Facilitators**
- Anyone working in agile or team-based environments prone to conflict

What You Will Learn

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

- Identify early signs and triggers of team conflict.
- Understand the underlying causes and escalation dynamics.
- Apply de-escalation techniques to resolve tensions calmly.
- Facilitate constructive resolution conversations impartially.
- Develop and apply customized conflict management strategies.

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Outline

Preparing to Tackle Conflict

- Recognizing early signs of tension
- Staying composed under pressure
- Identifying common conflict triggers

Understanding Conflict Dynamics

- Exploring cultural and interpersonal perspectives
- Analyzing root causes and escalation patterns

De-escalating Team Tensions

- Collaboration and calm-building techniques
- Facilitation tools for guided discussions
- Managing power dynamics in heated moments

Mastering Conflict Management

- Building a practical conflict management plan
- Implementing best-practice strategies for resolution