



**UAE | Germany | Qatar | Ghana**

# **CONFLICT MANAGEMENT**

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**Transform Tension into Understanding.  
Respond with Confidence. Lead with Clarity.**



# Conflict Management

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Conflict is a natural part of human interaction, especially in fast-paced, high-pressure environments. When handled constructively, it can lead to deeper understanding, stronger relationships, and innovative solutions. But when ignored or mismanaged, it can damage trust, morale, and performance.

This Conflict Management training helps participants develop the skills and mindset to navigate disagreement with confidence and clarity. Through self-awareness, emotional intelligence, and practical communication tools, participants learn to manage conflict productively—before it escalates.

# Objectives / Learning Outcomes:

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

- Understand the root causes and types of workplace conflict
- Recognize their own conflict style and triggers
- Communicate calmly and clearly during tense situations
- Use active listening to de-escalate tension
- Reframe conflict as an opportunity for connection and growth
- Respond rather than react to challenging behaviors
- Mediate or facilitate conflict resolution between team members



# Course Outline / Key Topics:

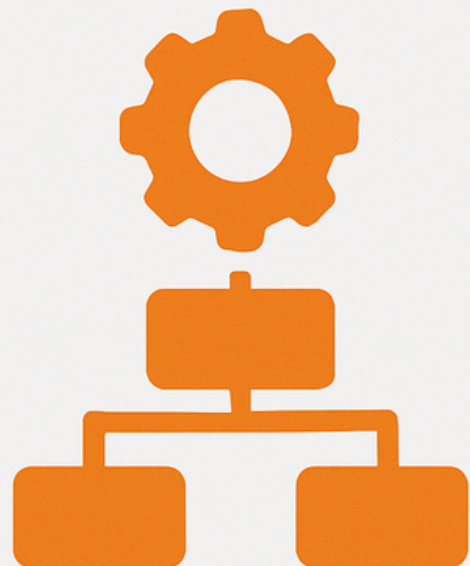
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- What is Conflict? Constructive vs. Destructive Conflict
- Common Causes of Workplace Conflict
- Conflict Styles: Avoiding, Accommodating, Competing, Compromising, Collaborating
- The Role of Emotional Intelligence in Conflict Management
- Managing Personal Triggers and Emotional Regulation
- The Art of Listening in Difficult Moments
- Assertive Communication and De-escalation Techniques
- The 3-Part "I" Message for Conflict Clarity
- Reframing and Finding Common Ground
- Facilitating Resolution: Structure, Agreement, and Follow-Through

# Methodology

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- Self-assessments and reflection exercises
- Real-life case studies and team role plays
- Emotional regulation and NLP-based reframing tools
- Interactive simulations and conflict scenarios
- Group discussion and peer coaching
- Practical models and communication frameworks

# Who should attend

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- Leaders, managers, and HR professionals
- Teams working in high-stress or fast-paced environments
- Customer-facing staff and support teams
- Anyone seeking to improve how they navigate conflict and difficult conversations

# Duration Options

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- 1-Day Foundations (Conflict Styles & Key Tools)
- 2-3-Day Practical Workshop (Scenarios, Practice, Resolution Techniques)
- Modular Delivery for Ongoing Conflict Mastery Series



# Some of our Clients







# Let's Build Together



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