



Mastering Conflict Management and Resolution

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Mastering Conflict Management and Resolution

5 days training course

For detailed information on training course dates, please click the link:

[Mastering Conflict Management and Resolution](#)



Course Overview

This course is designed to provide professionals with the skills and strategies necessary to handle conflict effectively within organizations. Participants will learn how to mediate disputes, facilitate resolution, and turn conflicts into opportunities for innovation and change.

Objectives:

- Understand the causes and lifecycle of conflict.
- Develop communication skills for conflict resolution.
- Learn negotiation and mediation techniques.
- Build a culture of resolution within the organization.

Who Should Attend?

Managers, team leaders, HR professionals, and anyone responsible for managing teams or dealing with workplace conflicts.

Course Outline:

Day 1: Conflict and Context: Why Disputes Are Needed

- Defining conflict and its role in innovation and change
- Common sources of conflict in organizations
- The conflict lifecycle
- Leader as mediator and diplomat

Day 2: Communication and Leadership: The Personal Dimension

- Personal influence and persuasion
- Leading across teams
- Advanced communication skills
- Emotional intelligence in conflict situations

Day 3: Problem Solving and Negotiation: Getting to Yes

- Classic theories of negotiation
- Listening, questioning, and finding real problems
- Mediation, arbitration, and litigation

Day 4: Conflict Resolution Principles

- Acknowledging and taking control of conflict
- Resolution frameworks and difficult conversations
- Building a culture of resolution

Day 5: Conflict Resolution Tools and Professional Development

- Handling failed resolutions and escalation options
- Using conflict management tools daily
- Developing a personal conflict resolution plan

DOCUMENTATION

The **MTC team** has meticulously prepared **high-quality training materials** for distribution to all delegates.

CERTIFICATES

An **accredited Certificate of Completion** will be awarded to participants who successfully attend and complete the program.

SCHEDULE

Course sessions are scheduled as follows:

- **Morning Session:** 09:00 AM – 1:00 PM
- **Afternoon Session:** 01:00 PM – 05:00 PM

REGISTRATION & PAYMENT

To register, please complete the **registration form** available on the course page and submit it with your **preferred payment method**. Alternatively, you can contact us via **email or WhatsApp** for assistance.

TRAVEL & TRANSPORT

We ensure a **seamless travel experience** by providing **airport-hotel-airport** transfers for all participants.