XCELERATE TRAINING INSTITUTE

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COMMUNICATION & WRITING SKILLS

Conflict Management Training Course

Resolving Workplace Conflict Constructively and Building Better Relationships

DURATION	LANGUAGE	FORMAT	COURSE CODE
3 days	English or Arabic	Classroom / Online	TTC-115

Upcoming dates

Dates	Venue	Format	Fee
22 – 24 Feb 2027	Barcelona	Classroom	€3,200
5 – 7 Apr 2027	Berlin	Classroom	€3,200
14 – 16 Jun 2027	Boston	Classroom	€3,900
16 – 18 Aug 2027	Cairo	Classroom	€2,400
25 – 27 Oct 2027	Casablanca	Classroom	€2,400
6 – 8 Dec 2027	Dubai	Classroom	€2,600

Register or ask a question

Online: x8ti.com/course/conflict-management-training-course/

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Conflict Management Training Course

Introduction

Unresolved conflict reduces productivity, damages teamwork and drives good people to leave. Yet conflict, handled well, can lead to better ideas and stronger relationships.

This course helps participants understand the sources of workplace conflict, recognise their own conflict style and use practical techniques to prevent, manage and resolve conflict with colleagues, teams, managers and customers.

Learning Objectives

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

- Understand the causes and stages of workplace conflict
- Identify personal conflict styles and their effects
- Use communication techniques to defuse tension
- Facilitate difficult conversations
- Mediate conflicts between team members
- Build a team culture that prevents destructive conflict

Training Methodology

This course combines short expert presentations with practical exercises, case studies from the Gulf and international organisations, group discussions and work with real templates and tools. Participants are encouraged to bring examples from their own work so that the learning can be applied immediately.

Participants practise techniques through role plays based on realistic workplace situations.

Benefits for Your Organisation

- More productive, cooperative teams
- Less time lost to disputes
- Lower staff turnover
- Better customer relationships
- Managers able to resolve issues early

Benefits for You

- Greater confidence in difficult situations
- Practical conversation frameworks
- Better emotional self-management
- Mediation skills
- Stronger working relationships

Who Should Attend

This course is designed for:

- Managers and supervisors
- Team leaders
- HR professionals
- Customer-facing staff
- Anyone dealing with conflict at work

Course Outline

Day 1: Understanding Conflict

- Sources of workplace conflict
- Conflict stages and escalation
- Personal conflict styles
- Emotions and conflict
- Cultural differences in conflict

Day 2: Managing Conflict

- Active listening and empathy
- Assertive communication
- Difficult conversations framework
- Handling anger and resistance
- Role plays

Day 3: Resolving and Preventing Conflict

- Mediation steps for managers
- Team conflict and agreements
- Conflict with managers and customers
- Building a positive team climate
- Personal action plan

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Registration Form

Conflict Management Training Course

Preferred dates: ..... Venue or online: .....

Duration: 3 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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Register online
Open the course page