

CONFLICT DE-ESCALATION: STRATEGIES FOR EFFECTIVE RESOLUTION

Price : \$2,300.00

COURSE OVERVIEW:

Conflict is inevitable in any workplace, but how we handle it can make all the difference. This course on Conflict De-Escalation equips participants with the knowledge, skills, and strategies to effectively manage and resolve conflicts in the workplace. Through interactive learning experiences, participants will learn how to identify early signs of conflict, de-escalate tense situations, and facilitate constructive dialogue for resolution. By mastering conflict deescalation techniques, participants will contribute to a more positive and productive work environment.

WEEK	TOPIC
1	Understanding Conflict
	Definition and types of workplace conflict
	Common causes and triggers of conflict
	Impact of unresolved conflict on individuals and teams
2	Early Intervention Techniques
	Recognizing early signs of conflict
	Proactive approaches to conflict prevention
	Strategies for addressing conflicts before they escalate
3	Communication Skills for De-Escalation
	Active listening techniques
	Empathetic communication strategies
	Assertiveness and respectful language
4	Emotional Intelligence in Conflict Management
	Understanding emotions in conflict situations
	Regulation of emotional responses
	Empathy and perspective-taking

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WEEK	TOPIC
5	De-Escalation Strategies
	Calming techniques for tense situations
	Defusing anger and hostility
	Redirecting negative energy towards constructive dialogue
6	Diversity and Inclusion
	Understanding the Role of Diversity in Conflict
	Inclusive Communication Strategies
	Addressing Bias and Stereotypes in Conflict Situations
7	Conflict Resolution Models
	Introduction to conflict resolution models (e.g., interest-based, win-win)
	Applying collaborative problem-solving techniques
	Negotiation and compromise strategies
8	Truth and Reconciliation
	Concepts of Truth and Reconciliation in Conflict
	Strategies for Promoting Reconciliation
	Case Studies of Successful Reconciliation Processes
9	Mediation and Facilitation Skills
	Techniques for facilitating constructive dialogue
	Mediation principles and processes
	Neutral third-party intervention in conflict resolution
10	Managing Difficult Personalities
	Dealing with challenging behaviors in conflict situations
	Strategies for managing aggression, passive-aggression, and manipulation
	Maintaining professionalism and composure

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WEEK	TOPIC
11	Cultural Sensitivity in Conflict De-Escalation
	Understanding cultural differences in conflict expression and resolution
	Respecting diversity and inclusivity in conflict management
	Avoiding cultural misunderstandings and biases
12	Team Dynamics and Conflict
	Impact of conflict on team dynamics and morale
	Building resilience and cohesion in teams
	Turning conflict into opportunities for growth and learning
13	Ethical Considerations in Conflict Management
	Upholding ethical standards in conflict resolution
	Confidentiality, fairness, and impartiality
	Respecting boundaries and professional conduct
14	Creating a Culture of Conflict Resolution
	Strategies for promoting a culture of open communication and conflict resolution
	Encouraging transparency, trust, and accountability
	Implementing conflict resolution policies and procedures

By the end of this course, participants will have gained the confidence and competence to effectively de-escalate conflicts, facilitate constructive dialogue, and contribute to a harmonious and productive workplace environment.