



International Training  
Center Paris

# TRAINING SCHEDULE



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# CONFLICT RESOLUTION SKILLS

## Overview:

The Conflict Resolution Skills training is designed to equip participants with the necessary knowledge and skills to effectively manage and resolve conflicts in the workplace. This training covers the various types of conflicts that can arise in the workplace, the causes and consequences of conflicts, and the different conflict resolution strategies and techniques. Participants will learn how to identify and address conflicts in a timely and constructive manner, communicate effectively to de-escalate conflicts, and negotiate win-win solutions.

### Objectives:

- Understand the nature of conflicts in the workplace
- Identify the different types of conflicts and their causes
- Develop effective communication and listening skills to de-escalate conflicts
- Learn how to apply various conflict resolution techniques, including negotiation and mediation
- Develop strategies for managing emotions during conflicts
- Build the skills to resolve conflicts in a timely and constructive manner

In conclusion, this 5-day Conflict Resolution Skills training program is designed to provide participants with the tools and techniques necessary to effectively manage and resolve conflicts in the workplace. By improving communication and collaboration, participants will be better equipped to identify and address conflicts early on, reducing the risk of escalation and improving overall team performance. With a focus on practical, hands-on exercises and real-world case studies, participants will leave the program with a greater understanding of conflict resolution best practices and a renewed sense of confidence in their ability to handle challenging situations with ease.

# Targeted Groups:

- Managers
- Human resources professionals
- Team leads
- Administrative coordinators
- Professionals responsible for managing workplace conflicts

# Planning:

## Day 1: Understanding Conflict

- Introduction to conflict resolution
- Types of conflicts
- Causes and consequences of conflicts
- Communication and conflict

## Day 2: Communication Skills for Conflict Resolution

- Effective communication skills
- Active listening skills
- Nonverbal communication
- Techniques for handling difficult conversations

## Day 3: Conflict Resolution Techniques

- Negotiation skills
- Mediation skills
- Collaborative problem-solving
- Dealing with difficult people

## Day 4: Managing Emotions during Conflict

- Emotions and conflict
- Strategies for managing emotions

- Mindfulness and relaxation techniques
- Maintaining composure during conflicts

### **Day 5: Applying Conflict Resolution Strategies**

- Developing conflict resolution strategies
- Conflict resolution case studies
- Practice sessions
- Creating an action plan for ongoing conflict resolution