



# CONFLICT MANAGEMENT SKILLS



## COURSE OVERVIEW

Conflict is a natural part of workplace dynamics. When managed effectively, it can foster growth, innovation, and stronger relationships. This training course is designed to equip participants with practical tools and techniques for identifying, analyzing, and resolving conflicts in a constructive and professional manner. The program emphasizes communication strategies, emotional intelligence, negotiation, and mediation skills to create a more collaborative and productive work environment.

## DATES, VENUES AND FEES



07 – 11 September 2025 - Dubai

(5 Days)

Fees

US\$ 4500

**Note:** Fee is per participant + 5% VAT (if applicable).  
Groups from the same company can enjoy a **discounted** price.

## WHO SHOULD ATTEND?

This course is appropriate for a wide range of professionals but not limited to:

- Team leaders, supervisors, and managers
- Human resource professionals
- Project managers
- Customer service representatives
- Anyone working in teams or interacting with diverse stakeholders
- Professionals seeking to improve their interpersonal and conflict-resolution skills

## CONTACT US NOW

+971 (4) 4539841 – 42 – 43  
WhatsApp: +971 52 398 7781

Millennium Solutions Training Center FZ-LLC  
Block 2B, 1st Floor, Office 134, Knowledge Park, Dubai, UAE

Email: [info@mstcme.com](mailto:info@mstcme.com)

Website: [www.mstcme.com](http://www.mstcme.com)





## ACCREDITATION



**This training course is certified by CPD.**

The CPD Certification Service is the leading independent CPD accreditation institution operating across industry sectors to complement the Continuing Professional Development policies of professional institutes and academic bodies. The CPD Certification Service provides support, advice, and recognised independent CPD accreditation compatible with global CPD principles. CPD is the term used to describe the learning activities professionals engage in to develop and enhance their abilities and keep skills and knowledge up to date. CPD Units are only awarded to programmes after each programme is scrutinised to ensure integrity and quality according to CPD standards and benchmarks.

## COURSE CERTIFICATE

**MSTC** certificate will be issued to all attendees completing a minimum of 80% of the total tuition hours of the course.

**CPD** internationally recognized certificate will be issued for all participants who will meet the course requirements. CPD certificates will be issued within a month of the successful completion of the course.

## TRAINING METHODOLOGY

- Expert-led sessions with dynamic visual aids
- Comprehensive course manual to support practical application and reinforcement
- Interactive discussions addressing participants' real-world projects and challenges
- Insightful case studies and proven best practices to enhance learning

## LEARNING OBJECTIVES

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

- Understand the nature, types, and causes of conflict in the workplace.
- Identify early signs of conflict and apply appropriate resolution strategies.
- Enhance communication and active listening skills to de-escalate tensions.
- Utilize emotional intelligence to manage personal reactions and build rapport.
- Apply structured models for conflict resolution, including negotiation and mediation.
- Transform conflict into a positive force for team development and problem-solving.

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## COURSE OUTLINE

### DAY 1

#### Understanding Conflict

- Pre-test
- Introduction to conflict: Definitions and key concepts
- Common sources and types of workplace conflict
- The conflict escalation cycle
- Constructive vs. destructive conflict
- Self-assessment: Personal conflict style (Thomas-Kilmann model)

### DAY 2

#### Communication and Emotional Intelligence

- The role of communication in conflict
- Barriers to effective communication
- Active listening and empathy
- Verbal and non-verbal cues
- Emotional intelligence and its role in conflict resolution

### DAY 3

#### Conflict Resolution Techniques and Strategies

- Conflict resolution styles: Competing, Collaborating, Compromising, Avoiding, Accommodating
- Problem-solving approaches
- Assertiveness vs. aggressiveness
- Dealing with difficult personalities
- Building trust and respect in relationships

### DAY 4

#### Mediation and Negotiation Skills

- Introduction to workplace mediation
- The role of the mediator: neutrality and confidentiality
- Mediation process steps
- Principled negotiation techniques
- Win-win negotiation outcomes

### DAY 5

#### Practical Application and Conflict Management Plans

- Case studies and real-world conflict scenarios
- Role-playing and simulations
- Creating a personal conflict management plan
- Best practices for conflict prevention
- Course wrap-up and action planning
- Post test

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