Conflict Management

Understand what drives workplace conflict, resolve it constructively and prevent it recurring.

DURATION	FORMAT	LEVEL
15 hours	Onsite, online or hybrid	Intermediate

About this programme

Helps managers and team members understand how conflict arises, choose the right resolution technique, handle intrapersonal, interpersonal and interdepartmental conflict, and build feedback habits that prevent future disputes.

Who it is for: Managers, team leads, HR professionals and team members

What your team will be able to do

- Explain how views of conflict have evolved and the forms it takes at work
- Diagnose the causes of a workplace conflict
- Choose between forcing, collaborating, compromising, withdrawing and smoothing
- Guide a conflict through its stages, including third-party help
- Use feedback and prevention practices to reduce future conflict

Before you start

- None

Course outline

1. Understanding conflict

- Conflict and its management in organisations
- Traditional, human relations and interactionist views
- Forms of conflict by direction and level

2. Causes and types

- Personality clashes and unrealistic needs and expectations
- Business values, unresolved workplace issues and rising workload
- Intrapersonal, interpersonal and interdepartmental conflict

3. Resolution techniques

- Forcing, collaborating (win-win), compromising, withdrawing and smoothing
- Stages of conflict
- The role of a third party in resolving conflict

4. Organisational framework and feedback

- The triangle of truth
- Receiving feedback: seek it, listen, thank, reflect and look forward

5. Preventing future conflict

- Practical ways to prevent future conflict
- Seeking feedback on an ongoing basis

Sample schedule

2 days onsite, or 4 half-day sessions online. We fit days and session lengths to your team's calendar.

Day 1	8 h	Understanding conflict; Causes and types; Resolution techniques
Day 2	7 h	Resolution techniques (continued); Organisational framework and feedback; Preventing future conflict

Assessment and certification

How learning is checked

- A self-assessment before and after the programme
- Case work, role-plays and exercises with feedback from the trainer
- A personal action plan that each participant presents at the end

Certificate and exams

- Participants who complete the programme receive a Cognitive Networks AI certificate of completion.

Formats and cohort size

- Onsite: At your office or a venue you choose, in full days.
- Online, live: Instructor-led over video, usually in half-day sessions so people can keep up with work.
- Hybrid: Some days in a room together, the rest online. Useful when a team works across cities.

Cohort size: 15 to 30 people per trainer. Larger teams run as parallel cohorts on the same outline, so everyone learns the same thing.

Pricing: We quote per cohort, based on duration, format and number of cohorts. There is no per-seat price list: tell us your team and we send a proposal within one business day.

Bring this programme to your team

Request a proposal at cognitivenetworks.ai/contact?programme=conflict-management

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