

Workshop: Mastering Crisis & Conflict Management Skills

Professional Skills
Toronto (Canada)
22 - 26 Sep 2025

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Workshop: Mastering Crisis & Conflict Management Skills

Ref: 3215_132628 **Date:** 22 - 26 Sep 2025 **Location:** Toronto (Canada) **Fees:** 4700 **Euro**

Course Description

This intensive 5-day workshop equips participants with essential skills to effectively manage crises and conflicts in the workplace. Through a combination of theoretical frameworks and practical exercises, attendees will learn to identify, address, and resolve various types of conflicts. The course emphasizes developing leadership skills, improving communication, and implementing strategies for long-term conflict prevention and resolution.

Learning Objectives

- Understand the nature and dynamics of workplace conflicts and crises
- Develop effective communication strategies for conflict resolution
- Learn to implement crisis management protocols and best practices
- Acquire skills to mediate disputes and facilitate productive outcomes
- Understand how to create a positive work environment that minimizes conflicts
- Develop personal leadership skills for managing difficult situations

Course Modules

Day 1: Understanding Conflict and Crisis

- Defining conflict and crisis in the workplace
- Identifying sources and types of conflicts
- Understanding the conflict escalation process
- Introduction to crisis management principles

Day 2: Communication Strategies for Conflict Resolution

- Active listening and empathy in conflict situations
- Assertive communication techniques
- Nonverbal communication in conflict resolution
- Dealing with difficult personalities and emotions

Day 3: Crisis Management and Decision Making

- Crisis management models and frameworks
- Risk assessment and mitigation strategies
- Decision-making under pressure
- Crisis communication planning and execution

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles emanating from a point on the board.

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Day 4: Mediation and Negotiation Skills

- Fundamentals of mediation and negotiation
- Interest-based negotiation techniques
- Facilitating productive discussions
- Reaching and implementing agreements

Day 5: Creating a Positive Work Environment

- Building a culture of trust and open communication
- Implementing conflict prevention strategies
- Developing conflict management policies and procedures
- Personal action planning for ongoing skill development

Practical Wins for Participants

- Ability to quickly assess and respond to workplace conflicts and crises
- Improved communication skills for managing difficult conversations
- Practical tools and techniques for mediating disputes and facilitating resolutions
- Strategies to create a more harmonious and productive work environment

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