

Workshop: Mastering Crisis & Conflict Management Skills

Professional Skills
Istanbul (Turkey)
28 Sep - 02 Oct 2025

UK Traininig

PARTNER



Workshop: Mastering Crisis & Conflict Management Skills

Ref: 3215_134791 **Date:** 28 Sep - 02 Oct 2025 **Location:** Istanbul (Turkey) **Fees:** 3900 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.

UK Training
PARTNER

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

Blackbird training cities



Amman (Jordan)



Amsterdam (Netherlands)

Accra (Ghana)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston, Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Training
PARTNER



Blackbird Training Category



Human Resource



Audit & Quality Assurance



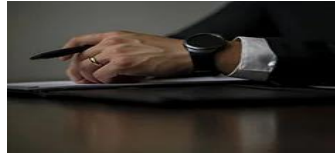
Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



Blackbird training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER



LONDON TRAINING PROVIDER



www.blackbird-training.com



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335