Advanced Conflict Resolution & Change Management Mastery

13 – 17 September 2027
Amsterdam (Netherlands)



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Why This Course

Conflict and change are inevitable in today's dynamic organizations. Leaders who can navigate disputes effectively, negotiate with confidence, and drive sustainable change create resilient, high-performing teams.

The Advanced Conflict Resolution and Change Leadership program is a 1-week intensive designed to equip leaders and managers with the skills to manage complex workplace challenges. Through practical exercises, case studies, and proven frameworks, participants will learn to apply emotional intelligence, lead organizational change, and foster collaboration across diverse teams.

What You'll Learn and Practice

By participating in this program, you will:

- Master advanced techniques for conflict resolution and negotiation.
- Develop the ability to lead and sustain organizational change initiatives.
- Apply emotional intelligence in high-stakes and sensitive situations.
- Foster collaboration and overcome resistance within teams and stakeholders.
- Enhance communication skills to manage complex and diverse organizational dynamics.

The Program Flow

Day 1: Foundations of Advanced Conflict Resolution

- Understanding conflict dynamics in organizations.
- Applying the Thomas-Kilmann Conflict Model in real scenarios.
- Leveraging emotional intelligence to manage conflicts effectively.
- Strategies for de-escalation and promoting productive dialogue.

Day 2: Negotiation and Mediation Mastery

- Advanced negotiation techniques for complex and multi-party disputes.
- Mediation skills to resolve organizational conflicts.
- Cross-cultural conflict resolution strategies.
- Ethical considerations in negotiation and mediation.



Day 3: Change Management Fundamentals

- Models of organizational change and their practical applications.
- Assessing organizational readiness for change.
- Strategies to overcome resistance and build stakeholder buy-in.
- Crafting a compelling vision and narrative for change initiatives.

Day 4: Leading Change Initiatives

- Developing, communicating, and implementing change plans.
- Building coalitions and managing stakeholder relationships.
- Sustaining change through effective monitoring and evaluation.
- Measuring and analyzing change outcomes for continuous improvement.

Day 5: Integration and Advanced Applications

- Combining conflict resolution and change leadership for maximum impact.
- Case studies and role-playing exercises to practice learned skills.
- Developing a personal action plan for conflict and change leadership.
- Strategies for ongoing learning and continuous leadership development.

Individual Impact

Participants will:

- Resolve complex workplace conflicts with confidence and effectiveness.
- Lead organizational change initiatives successfully.
- Apply emotional intelligence to improve relationships and collaboration.
- Communicate more persuasively with diverse stakeholders.

Work Impact

Organizations will benefit from leaders who can:

- Manage disputes and disagreements proactively.
- Drive successful change initiatives that enhance performance.
- Build a collaborative and adaptive organizational culture.
- Strengthen team cohesion and engagement during transitions.

Training Methodology

This program combines theory and practical application through:



- Interactive workshops and hands-on exercises.
- Real-world case studies and role-playing scenarios.
- Peer discussions and group problem-solving activities.
- Action planning to apply learning directly to the workplace.

Beyond the Course

Upon completion, participants will be equipped to:

- Resolve conflicts efficiently while maintaining trust and collaboration.
- Lead change initiatives that achieve measurable organizational results.
- Enhance their leadership presence through emotional intelligence and effective communication.
- Foster a resilient, adaptive, and high-performing workplace culture.

