Project Leadership: Developing Conflict Resolution Skills

6 – 10 September 2027
Accra (Ghana)



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Why This Course

In today's complex project environments, conflict is inevitable—but it doesn't have to hinder progress. Effective conflict management is a critical skill for project leaders seeking to foster collaboration, maintain team cohesion, and achieve successful project outcomes.

This comprehensive 1-week program equips project leaders with advanced conflict resolution strategies, blending proven theoretical frameworks with practical, real-world applications. Participants will learn to identify, address, and transform conflicts into opportunities for team growth and project improvement.

What You'll Learn and Practice

By participating in this program, you will:

- Understand the root causes and dynamics of conflict in project settings.
- Develop strategies to identify and prevent conflicts before they escalate.
- Master a range of conflict resolution techniques and know when to apply them.
- Enhance communication skills to facilitate productive, solution-focused discussions.
- Use emotional intelligence to navigate challenging situations and maintain team harmony.
- Transform conflicts into opportunities for collaboration, innovation, and project success.

The Program Flow

Day 1: Foundations of Conflict in Project Management

- Understanding conflict types and their sources.
- Assessing the impact of conflict on team performance and project outcomes.
- Tools and techniques for evaluating conflicts.
- Developing an actionable conflict management plan.

Day 2: Communication Strategies for Conflict Resolution

- Active listening and empathetic communication techniques.
- Managing nonverbal cues in tense situations.
- Facilitating difficult conversations with confidence.
- Giving and receiving feedback effectively.



Day 3: Negotiation and Mediation Skills

- Principled negotiation methods.
- Mediation approaches for resolving team and stakeholder disagreements.
- Building consensus among diverse perspectives.
- Overcoming impasses and deadlocks efficiently.

Day 4: Emotional Intelligence in Conflict Management

- Understanding and managing emotions during conflicts.
- Developing empathy and building rapport with team members.
- Maintaining composure under pressure.
- Using emotional intelligence to prevent and resolve conflicts proactively.

Day 5: Integrating Conflict Resolution into Project Leadership

- Creating a conflict-positive project culture.
- Addressing conflicts in virtual and cross-cultural teams.
- Leveraging conflicts for innovation and problem-solving.
- Crafting a personal action plan for ongoing conflict management.

Individual Impact

- Strengthen your confidence and ability to manage conflicts effectively.
- Improve communication, collaboration, and negotiation skills.
- Develop a strategic mindset for transforming challenges into opportunities.
- Build a personal roadmap for continuous growth as a conflict-savvy leader.

Work Impact

- Foster a collaborative, solution-focused team culture.
- Enhance team performance, engagement, and productivity.
- Resolve stakeholder disagreements more effectively.
- Turn conflicts into opportunities for innovation and project improvement.

Training Methodology

This program combines theory with practical application for immediate workplace impact. Learning methods include:

- Real-world project conflict case studies and simulations.
- Group exercises to practice negotiation, mediation, and communication skills.
- Interactive workshops on emotional intelligence and leadership strategies.
- Guided reflection and peer coaching to reinforce learning.
- Toolkits, templates, and frameworks for sustained conflict management practice.



Beyond the Course

Participants will leave equipped to:

- Identify and address conflicts before they escalate.
- Build stronger, more collaborative project teams.
- Apply conflict resolution strategies to achieve better project outcomes.
- Lead with confidence, turning challenges into opportunities for growth and innovation.

