Conflict Resolution Professional

15 – 19 August 2027
Amman (Jordan)



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Why This Course

In every organization, conflict is inevitable — but when managed effectively, it becomes a source of innovation, growth, and stronger relationships. Conflict Resolution Professional equips leaders and professionals with the tools, communication strategies, and emotional intelligence needed to navigate and resolve workplace conflict constructively.

This program blends psychology, negotiation, and communication frameworks to help participants manage tension, address disputes, and foster collaboration in challenging environments. It transforms conflict management from a reactive process into a proactive leadership skill that strengthens trust, productivity, and organizational culture.

What You'll Learn and Practice

By joining this program, you will:

- Understand the nature, sources, and dynamics of workplace conflict.
- Learn proven models and frameworks for conflict analysis and resolution.
- Strengthen communication and negotiation skills for difficult conversations.
- Apply emotional intelligence and empathy in conflict situations.
- Develop mediation and facilitation skills for group and interpersonal disputes.
- Build systems that encourage collaboration and prevent destructive conflict.

The Program Flow

Day 1: Understanding Conflict Dynamics

- The psychology and types of conflict in organizations.
- Positive vs. negative conflict: reframing tension as opportunity.
- Recognizing the stages of conflict escalation.
- Case study: How proactive conflict management improves team performance.

Day 2: Communication and Emotional Intelligence in Conflict

- The role of emotional intelligence in managing difficult interactions.
- Active listening, assertiveness, and empathy under pressure.
- Overcoming cognitive biases and emotional triggers.
- Workshop: practicing communication techniques for high-stakes conversations.



Day 3: Conflict Resolution Models and Strategies

- Interest-based negotiation and principled conflict resolution frameworks.
- Mediation and facilitation approaches for team and interpersonal conflicts.
- Collaborative problem-solving and consensus-building techniques.
- Practical exercise: resolving a simulated workplace dispute.

Day 4: Managing Organizational and Cross-Functional Conflicts

- Addressing systemic and cross-departmental conflicts.
- Balancing power dynamics and managing conflicts in matrix structures.
- Building conflict-resilient cultures through policy, leadership, and feedback.
- Group project: developing a conflict resolution protocol for your organization.

Day 5: Building Sustainable Conflict Management Practices

- Designing systems for early conflict detection and intervention.
- Integrating conflict resolution into performance and leadership development.
- Coaching and mentoring others in conflict resolution.
- Action workshop: creating a personal and organizational conflict management plan.

Individual Impact

- Gain confidence in handling challenging conversations and negotiations.
- Strengthen self-awareness and emotional intelligence under stress.
- Build practical skills to mediate, de-escalate, and resolve workplace disputes.
- Develop leadership presence and influence in complex interpersonal situations.

Work Impact

- Improve team cohesion, trust, and communication across the organization.
- Reduce workplace tension, turnover, and productivity loss due to conflict.
- Enhance collaboration and decision-making through constructive dialogue.
- Create a culture of openness, accountability, and mutual respect.

Training Methodology

This program combines behavioral psychology, negotiation theory, and experiential learning to ensure deep understanding and skill mastery. Learning methods include:

- Real-world case studies and workplace simulations.
- Role-play exercises for conflict analysis and resolution.
- Group discussions and peer coaching.
- Guided workshops on emotional intelligence and communication.
- Toolkits and templates for mediation and resolution processes.



Beyond the Course

Upon completion, participants will be equipped to handle workplace conflict with professionalism, empathy, and authority. They will leave ready to foster environments where communication thrives, collaboration strengthens, and conflict becomes a catalyst for growth — not disruption.

