

Conflict Intelligence at Work

Turning Disagreement into Productive Dialogue

Format: 3 Sessions x 2 Hours

Delivery: Online / Virtual Classroom

Focus: Skill Building



6-Hours Online Course



Full Course: 8000/-
Per Session: Rs.3000/-

Course Objectives

- Understand common causes, patterns, and types of workplace conflict.
- Identify personal conflict style, emotional triggers, and default response patterns.
- Use listening, reframing, and assertiveness during difficult conversations.
- Separate people, positions, interests, assumptions, and emotions in conflict situations.
- Apply practical tools for de-escalation, negotiation, collaborative problem-solving, and mediation.
- Develop a personal conflict management action plan for immediate workplace application.

Course Overview

Workplace conflict is no longer viewed only as a problem to be avoided. In modern organizations, conflict can become a source of innovation, clarity, accountability, and better decision-making when handled with skill. This course helps participants understand conflict patterns, manage emotions, communicate under pressure, and use structured tools to resolve disagreements professionally.



Expected Learning Outcomes

- Stay calm and professional during tense situations.
- Address conflict early instead of avoiding it.
- Give feedback without damaging relationships.
- Listen beyond words and understand underlying concerns.
- Mediate workplace disagreements more effectively.
- Turn conflict into clarity, collaboration, and improved performance.
- Personal development plan and policy formulation

Overall Course Methodology

- Case Studies and Real-Life Scenarios
- Self-Assessment
- Breakout Room/Group discussions
- Reflection and Action Planning
- Practical Exercises and Action Planning



The Course Outline

This course has 3 outcome based sessions with clear objectives.



Session 1: Understanding Conflict and Your Conflict Style

Theme: From Reaction to Awareness

Session Objectives

- Understand why conflict happens in modern workplaces.
- Recognize personal conflict triggers and behavior patterns.
- Identify common conflict styles and their impact on teams.

Session Outline

- What Conflict Really Means at Work
- Common Sources of Workplace Conflict
- Conflict Styles and Behavioral Patterns
- Emotional Triggers and Conflict Mindset
- Moving from blame mindset to solution mindset



Session 2: Communication Skills for Difficult Conversations

Theme: Say It Clearly, Say It Respectfully

Session Objectives

- Communicate concerns without blame or aggression.
- Use assertive language to express boundaries and expectations.
- De-escalate tense conversations before they become personal.

Session Outline

- How tone, timing, and wording shape conflict outcomes
- Why email, WhatsApp, and virtual messages often intensify conflict
- Situation-Behavior-Impact model
- DESC model: Describe, Express, Specify, Consequences
- Move from "Who is right?" to "What needs to be solved?"



Session 3: Resolving Conflict and Building a Conflict-Smart Culture

Theme: From Disagreement to Agreement

Session Objectives

- Apply structured conflict resolution frameworks.
- Negotiate solutions based on conflict resolution models
- Create practical agreements and follow-up mechanisms.
- Build team norms that reduce recurring conflict.

Session Outline

- From Positions to Interests
- Finding common ground and shared goals
- Practical Conflict Resolution Frameworks
- Mediation Skills for Managers and HR
- Know when to escalate to HR, legal, or senior management
- Building a Conflict-Smart Team Culture
- Preventing repeat conflicts through clarity, structure, and follow-up
- Conflict resolution polices for team productivity

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