Haward Technology Middle East

COURSE OVERVIEW SS0628
Conflict Management

Course Title
Conflict Management

Course Date/Venue
Session 1: January 26-30, 2025/Meeting
           Plus 8, City Centre Rotana
           Doha Hotel, Doha, Qatar
Session 2: August 03-07, 2025/Meeting
           Plus 8, City Centre Rotana Doha
           Hotel, Doha, Qatar

Course Reference
SS0628

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

***80% of this course is practical sessions** where participants will be engaged in a series of interactive small groups, class workshops and role-plays.*

This course is designed to provide participants with a detailed and up-to-date overview of Reduce and Manage Conflict. It covers the types and common causes of conflict and the impact of conflict on individuals and organizations; the different conflict resolution styles and assessing personal conflict resolution tendencies; the active listening and enhancing communication skills to prevent and manage conflict; managing emotions in conflict situations; and the empathy and perspective-taking to de-escalate emotionally charged situations.

Further, the course will also discuss the negotiation and problem-solving and generating mutually beneficial solutions to resolve conflicts; the roles of mediators and facilitators in conflict resolution and facilitating effective communication and collaboration; the strategies for fostering constructive conflict and healthy debate; building team cohesion and trust to prevent and manage conflict; dealing with difficult personalities and managing difficult personalities; and maintaining professionalism and objectivity when dealing with challenging individuals.

During this interactive course, participants will learn to address the conflict in the organization context and create a culture of open communication and conflict resolution; the conflict resolution policies and procedures; the ethical considerations and cultural competence in conflict resolution; the conflict prevention, early intervention, building trust, collaboration and emotional intelligence in conflict resolution; resolving deadlocks and impasses and conflict resolution in high-stress environments; and the conflict resolution self-assessment and action planning.

Course Objectives

Upon the successful completion of this course, you will be able to:-

- Reduce and manage conflict in a professional manner

- Identify the types and common causes of conflict and the impact of conflict on individuals and organizations

- Recognize the different conflict resolution styles and assess personal conflict resolution tendencies

- Apply active listening and enhance communication skills to prevent and manage conflict

- Manage emotions in conflict situations and apply empathy and perspective-taking to de-escalate emotionally charged situations

- Carryout negotiation and problem-solving and generate mutually beneficial solutions to resolve conflicts

- Identify the roles of mediators and facilitators in conflict resolution and facilitate effective communication and collaboration

- Apply strategies for fostering constructive conflict and healthy debate as well as build team cohesion and trust to prevent and manage conflict

- Deal with difficult personalities, manage difficult personalities and maintain professionalism and objectivity when dealing with challenging individuals

- Address conflict in the organization context, create a culture of open communication and conflict resolution as well as implement conflict resolution policies and procedures

- Apply ethical considerations and cultural competence in conflict resolution

- Employ conflict prevention, early intervention, building trust, collaboration and emotional intelligence in conflict resolution

- Resolve deadlocks and impasses and apply conflict resolution in high-stress environments, conflict resolution self-assessment and action planning

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides a complete and up-to-date overview of reducing and managing conflict for professionals from various backgrounds and roles including managers, team leaders, human resources personnel, customer service representatives and those who are frequently encounters conflicts in their personal or professional lives.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations:-

- **The International Accreditors for Continuing Education and Training (IACET - USA)**

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- **British Accreditation Council (BAC)**

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Instructor

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Dr. Frederick Labuschagne, PhD, MBL, BA, BD, is a **Senior Management Consultant** with almost **30 years** of extensive experience. His expertise includes **Orchestrating Team Performance**, **Effective Knowledge Sharing**, **Knowledge Management**, **Innovation & Leadership Styles**, **High Performance Learning Culture**, **Managing Conflict**, **Team Building Skills**, **Team Performance**, **Team Fundamentals**, **Team Development**, **Team Dynamics**, **Team Communication** & **Behavior**, **Communications** Management, **Course Design & Training Development**, **Event** Management, **Performance** Management, **Change** Management, **Financial** Management, **Budgeting & Cost Control**, **Budget Forecasting**, **Technical & Business Report Writing**, **Leadership** & **Business** Management, **Personal & Professional Development**, **Tools & Reporting for Employees Relations**, **Teambuilding** Skills, **Interpersonal** Skills, **Leadership** Skills, **Negotiation** Skills, **Communication** Skills, **Presentation** Skills, **Administration** Skills, **Time** & **Stress** Management, Paradigm & Paradigm Shifts, **ISO 9001 Lead Auditor**, **Project** Management, **Productivity** & Efficiency Improvements, **Organisational** Management, Reinvention & Proficiency, **Risk** Management, Productive Change Management & Organizational Development, Production & Operations Management, Decision Analysis & Problem Solving, **PERT CPM**, Facilities & Jobs Design, and Systems Improvement, **Human** Relations and Organizations, Work Study and Product **Improvement**.

Currently, Dr. Labuschagne is the **Lead Consultant/Instructor** for the **Institute for Dynamic Interaction** where he spearheads **major international projects** and comprehensive presentations. Among these are sessions on Human Resource & Performance Management, **Personal & Professional Development**, Emotional Intelligence, Strategic Planning & Creative Thinking, Problem Solving, Personnel Development, **Team Building**, Effective Communication, Presentation & Interpersonal Skills, and Habits of Highly Effective People. Herein, he has built an evident reputation for first-class motivational team leadership management, development & **mentoring**, conforming to effective performance, analysing progress as well as identifying development requirements.

Dr. Labuschagne has **PhD** and **Master** degrees in **Business Leadership**, a **BA** in **Management** and is a Registered **MBTI** (Myers-Briggs Type Indicator) Consultant with the Consulting Psychologists & HR Development. Further, he is a **Certified Instructor/Trainer**, **Certified Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and has performed **numerous assessments** and **workshops** for renowned businesses, utilizing key success attributes in delivering feasible results & providing effective leadership.

Course Fee
US$ 6,000 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Training Methodology
All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Accommodation
Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program
The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	***Introduction to Conflict*** *Definition of Conflict ● Types of Conflict (e.g., Interpersonal, Organizational, Cultural) ● The Impact of Conflict on Individuals & Organizations*
0930 – 0945	*Break*
0945 – 1100	***Causes of Conflict*** *Identifying Common Causes of Conflict (e.g., Miscommunication, Differing Goals, Power Struggles) ● Exploring Personal & Organizational Factors that Contribute to Conflict ● Recognizing the Role of Emotions in Conflict Escalation*
1100 – 1230	***Conflict Resolution Styles*** *Overview of Different Conflict Resolution Styles (e.g., Collaborating, Compromising, Avoiding) ● Understanding the Advantages & Disadvantages of each Style ● Assessing Personal Conflict Resolution Tendencies & their Effectiveness*
1230 – 1245	*Break*
1245 – 1420	***Active Listening & Effective Communication*** *Importance of Active Listening in Conflict Resolution ● Techniques for Active Listening (e.g., Paraphrasing, Clarifying, Summarizing) ● Enhancing Communication Skills to Prevent & Manage Conflict*
1420 – 1430	***Recap***
1430	*Lunch & End of Day One*

Day 2

0730 – 0930	**Managing Emotions in Conflict** *Recognizing & Understanding Emotions in Conflict Situations ● Strategies for Emotional Self-Regulation During Conflicts ● Empathy & Perspective-Taking to De-Escalate Emotionally Charged Situations*
0930 – 0945	*Break*
0945 – 1100	**Negotiation & Problem-Solving** *Introduction to Principled Negotiation & Interest-Based Problem-Solving ● Steps in the Negotiation Process ● Generating Mutually Beneficial Solutions to Resolve Conflicts*
1100 – 1230	**Mediation & Facilitation** *Understanding the Roles of Mediators & Facilitators in Conflict Resolution ● Techniques for Facilitating Effective Communication & Collaboration ● Mediation as an Alternative to Traditional Conflict Resolution Methods*
1230 - 1245	*Break*
1245 - 1420	**Conflict Resolution in Teams** *Unique Challenges & Dynamics of Conflict in Teams ● Strategies for Fostering Constructive Conflict & Healthy Debate ● Building Team Cohesion & Trust to Prevent & Manage Conflict*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Two*

Day 3

0730 – 0930	**Dealing with Difficult Personalities** *Identifying Common Difficult Personalities in Conflict Situations ● Strategies for Managing Difficult Personalities ● Maintaining Professionalism & Objectivity When Dealing with Challenging Individuals*
0930 – 0945	*Break*
0945 – 1100	**Conflict Resolution in the Workplace** *Addressing Conflict in the Organizational Context ● Creating a Culture of Open Communication & Conflict Resolution*
1100 – 1230	**Conflict Resolution in the Workplace** *Implementing Conflict Resolution Policies & Procedures*
1230 - 1245	*Break*
1245 - 1420	**Ethical Considerations in Conflict Resolution** *Exploring Ethical Dilemmas in Conflict Resolution ● Balancing Confidentiality, Impartiality & Fairness ● Applying Ethical Frameworks to Guide Conflict Resolution Decisions*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Three*

Day 4

0730 – 0930	**Cultural Competence in Conflict Resolution** *Recognizing Cultural Influences on Conflict & Its Resolution ● Strategies for Navigating Cross-Cultural Conflicts ● Developing Cultural Competence to Enhance Conflict Resolution Effectiveness*
0930 – 0945	*Break*
0945 – 1100	**Conflict Prevention & Early Intervention** *Proactive Approaches to Prevent Conflicts Before they Escalate ● Early Warning Signs of Potential Conflicts ● Strategies for Addressing Conflicts at their Early Stages*

1100 – 1230	**Building Trust & Collaboration** *The Role of Trust in Conflict Resolution ● Strategies for Building Trust in Interpersonal & Organizational Relationships*
1230 - 1245	*Break*
1245 - 1420	**Building Trust & Collaboration (cont'd)** *Promoting Collaboration & Cooperation Among Conflicting Parties*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Four*

Day 5

0730 – 0830	**Emotional Intelligence in Conflict Resolution** *Understanding Emotional Intelligence & its Impact on Conflict Resolution ● Enhancing Emotional Intelligence Skills for Effective Conflict Management ● Leveraging Emotional Intelligence to Build Positive Relationships*
0930 – 0945	*Break*
1030 – 1130	**Strategies for Resolving Deadlocks & Impasses** *Techniques for Breaking Through Impasses in Conflict Resolution ● Overcoming Resistance & Finding Common Ground ● Creative Problem-Solving Approaches to Reach Mutually Acceptable Solutions*
1130 - 1215	**Conflict Resolution in High-Stress Environments** *Addressing Conflicts in High-Pressure or Crisis Situations ● Strategies for Managing Conflicts in Emergency or Time-Sensitive Contexts ● Maintaining Composure & Effectiveness During Stressful Conflict Situations*
1215 – 1230	*Break*
1230 – 1345	**Conflict Resolution Self-Assessment & Action Planning** *Reflecting on Personal Conflict Resolution Skills & Areas for Improvement ● Creating an Action Plan for Continuous Growth in Conflict Resolution Abilities ● Identifying Resources & Ongoing Learning Opportunities in Conflict Resolution*
1345 – 1400	**Course Conclusion**
1400 – 1415	**POST-TEST**
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions
80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.

Course Coordinator
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