

Conflict Resolution for Managers

Best For

This program is ideal for:

Early to mid-career professionals

Individual contributors

Consultants and subject-matter experts

Professionals managing teams, stakeholders, or cross-functional relationships

Delivery Style

The learning experience is highly practical, insight-driven, and focused on helping managers handle workplace conflict calmly, constructively, and professionally.

Outcome Level

Participants develop stronger conflict-handling confidence, improved communication and judgment during difficult situations, and the ability to resolve workplace conflict without damaging trust or performance.

Program Positioning

Conflict is a natural part of modern workplaces where people bring different priorities, perspectives, communication styles, and pressures. For managers, unresolved conflict can quickly impact morale, collaboration, productivity, and trust. Yet many managers avoid conflict or respond reactively due to lack of structured guidance.

This program is designed for professionals who want to handle conflict effectively as part of their leadership role. It focuses on practical conflict resolution skills that can be applied in everyday situations—ranging from minor disagreements to more sensitive interpersonal issues. The program helps managers move from avoidance or escalation to confident, fair, and solution-focused conflict management.

The content reflects modern workplace expectations across the USA, Australia, Canada, and global organizations, where emotional intelligence, professionalism, and constructive dialogue are essential leadership capabilities.

- ✓ Ideal for professionals with 0–8 years of experience
- ✓ Ideal for those transitioning into people management or leadership roles

LEARNING STRUCTURE (8 HOURS)

Block 1 – Foundations of Workplace Conflict

This session builds a strong foundation by helping managers understand why conflict occurs in workplaces and why it is not inherently negative. Participants gain clarity on how unmanaged conflict escalates and how effective leaders view conflict as an opportunity for clarity, learning, and improvement rather than something to avoid.

It covers:

- Common sources of workplace conflict
- Task-based versus relationship-based conflict
- Myths and misconceptions about conflict
- The cost of unresolved conflict

✔ **Outcome:** Clear understanding of workplace conflict dynamics and leadership responsibility.

Block 2 – Conflict Styles & Self-Awareness

This session focuses on how managers' personal conflict styles influence outcomes. Participants explore how their default reactions—avoidance, accommodation, control, or collaboration—shape how conflicts unfold and how others respond.

It covers:

- Different conflict response styles
- Identifying personal conflict tendencies
- Strengths and risks of each style
- Choosing the right approach for different situations

✔ **Outcome:** Improved self-awareness and intentional conflict-handling behavior.

Block 3 – Communication Skills for Conflict Resolution

This session strengthens communication skills required during conflict situations. Participants learn how tone, listening, and language choices either calm or escalate difficult conversations.

It covers:

- Active listening during conflict
- Using neutral and respectful language
- Asking clarifying questions
- Preventing defensive or emotional escalation

✔ **Outcome:** Stronger communication control and clarity during conflict conversations.

Block 4 – Managing Emotions & Tension

This session focuses on emotional regulation during conflict. Participants understand how emotions influence behavior and decision-making and how managers can stay composed under pressure.

It covers:

- Recognizing emotional triggers
- Managing personal reactions
- De-escalation techniques
- Supporting others during emotionally charged situations

✔ **Outcome:** Greater emotional control and confidence in tense situations.

Block 5 – Resolving Team & Interpersonal Conflicts

This session addresses conflicts that arise between team members or stakeholders. Participants learn how to intervene fairly without taking sides or worsening the situation.

It covers:

- Facilitating difficult conversations
- Addressing misunderstandings and assumptions
- Balancing fairness and empathy
- Restoring working relationships

✔ **Outcome:** Improved ability to resolve interpersonal and team conflicts constructively.

Block 6 – Difficult Conversations & Performance-Related Conflict

This session focuses on conflict linked to performance, expectations, or accountability. Participants learn how to address issues directly while maintaining respect and professionalism.

It covers:

- Addressing performance concerns
- Managing resistance or defensiveness
- Maintaining accountability without aggression
- Keeping discussions focused on behavior and outcomes

✔ **Outcome:** Increased confidence in handling performance-related conflict.

Block 7 – Preventing Conflict Escalation & Recurrence

This session helps managers identify early warning signs of conflict and take preventive action. Participants learn how proactive leadership reduces repeated conflict.

It covers:

- Identifying early conflict indicators
- Setting clear expectations
- Encouraging open communication
- Creating conflict-prevention habits

✔ **Outcome:** Reduced escalation and recurring conflict issues.

Block 8 – Conflict Resolution Action Plan

This final session focuses on translating conflict resolution principles into daily leadership practice. Participants reflect on their conflict-handling approach and create a practical plan for managing future conflicts confidently.

It covers:

- Reflecting on personal conflict patterns
- Identifying improvement priorities
- Applying conflict resolution strategies consistently
- Creating a personal conflict management action plan

✔ **Outcome:** Clear, practical plan for confident and constructive conflict resolution.

✔ **What You Will Walk Away With**

Participants complete the program with:

Stronger ability to analyze complex workplace problems

Improved decision-making clarity

Better understanding of cause-and-effect relationships

Reduced reactive problem-solving

A structured approach to handling complexity

A Knowledge Que Course Completion Certificate (8 PDUs)

✔ **Certification (Delivery-Neutral & Legally Safe)**

On successful completion of the program, learners receive:

Knowledge Que – Course Completion Certificate

Recognition of 8 Professional Development Units (PDUs)

A digital certificate suitable for:

LinkedIn

Resume & Portfolio

Professional Profiles

Issued by Knowledge Que – Powered by Experts

✔ **Why Knowledge Que**

Expert-led, practical professional skills training
Real-world workplace scenarios
Skill-focused learning with immediate application
Programs designed specifically for modern professionals

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