



Modern Methods of Conflict Management and The Ability to Adapt

الأساليب الحديثة في إدارة النزاعات والقدرة على التكيف

12 – 16 May 2025
Dubai / UAE

Introduction

This training course is designed to equip participants with modern methods of conflict management and the ability to adapt in various situations. The course provides practical tools and strategies to handle conflicts effectively and adapt to changing environments.

Objectives

- Understand the dynamics of conflict and its impact on organizations.
- Learn modern techniques for conflict resolution and management.
- Develop skills to adapt to new and challenging situations.
- Enhance communication and negotiation skills.
- Foster a collaborative and constructive work environment.

Who Should Attend?

- Managers and team leaders
- HR professionals
- Conflict resolution specialists
- Anyone interested in improving their conflict management and adaptation skills

Course Outline**Day One****Understanding Conflict**

- Introduction to Conflict
- Definition and Types of Conflict
- Causes of Conflict
- Impact of Conflict on Organizations
- Positive and Negative Effects
- Case Studies
- Conflict Dynamics
- Stages of Conflict
- Conflict Escalation and De-escalation

Day Two**Conflict Resolution Techniques**

- Traditional vs. Modern Methods
- Comparison and Contrast
- Effectiveness of Different Methods
- Mediation and Facilitation
- Role of a Mediator
- Mediation Techniques
- Negotiation Skills
- Principles of Effective Negotiation
- Strategies and Tactics

Day Three**Communication Skills**

- Effective Communication
- Active Listening
- Non-verbal Communication
- Assertiveness in Conflict Resolution
- Assertive Communication Techniques
- Handling Difficult Conversations
- Emotional Intelligence
- Understanding Emotions
- Managing Emotions in Conflict

Day Four**Adaptability and Change Management**

- Understanding Adaptability
- Importance of Being Adaptable
- Characteristics of Adaptable Individuals
- Change Management
- Models of Change Management
- Overcoming Resistance to Change
- Building Resilience
- Techniques to Enhance Personal Resilience
- Organizational Resilience

Day Five**Practical Applications and Case Studies**

- Real-life Case Studies
- Analysis of Conflict Situations
- Group Discussions
- Role-playing Exercises
- Simulated Conflict Scenarios
- Practice Conflict Resolution Techniques
- Developing a Personal Action Plan
- Identifying Areas for Improvement
- Setting Goals and Strategies for Implementation

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a 7” Tablet containing a copy of the presentation, slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

- | | |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am |
| • Coffee Break | 10.00-10.15 am |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break | 12.15-12.45 pm |
| • Technical Session | 12.45-02.30 pm |
| • Course Ends | 02.30 pm |

Course Fees*

- **3,950 USD**
**VAT is Excluded If Applicable*

المقدمة

تم تصميم هذه الدورة التدريبية لتزويد المشاركين بالأساليب الحديثة لإدارة الصراع والقدرة على التكيف في المواقف المختلفة. توفر الدورة أدوات واستراتيجيات عملية للتعامل مع النزاعات بشكل فعال والتكيف مع البيئات المتغيرة.

الاهداف

- فهم ديناميكيات الصراع وتأثيرها على المنظمات.
- تعلم التقنيات الحديثة لحل النزاعات وإدارتها.
- تطوير المهارات اللازمة للتكيف مع المواقف الجديدة والصعبة.
- تعزيز مهارات الاتصال والتفاوض.
- تعزيز بيئة عمل تعاونية وبناءة.

الحضور

- المديرين وقادة الفرق
- المتخصصين في الموارد البشرية
- متخصصون في حل النزاعات
- أي شخص مهتم بتحسين مهارات إدارة الصراع والتكيف