Effective Conflict Management and De-escalation Techniques Training Course



30 Nov - 04 Dec 2026

Lisbon

4500 € (Per Person)

Ref: #CUS2117_183218

Course Introduction / Overview:

In today's dynamic and often high-pressure professional environments, the ability to manage conflict and de-escalate tense situations is no longer a soft skill but a critical competency for success and safety. This course moves beyond basic conflict resolution to provide a deep, psychologically-informed framework for understanding, managing, and transforming conflict. Drawing on principles from leading experts like William Ury, co-author of the seminal work "Getting to Yes," this program emphasizes interest-based negotiation and the art of separating the people from the problem. Participants will explore the root causes of conflict, the neurobiology of aggression, and the subtle communication cues that can either escalate or defuse a situation. BIG BEN Training Center has designed this immersive experience to equip professionals with practical, real-world strategies for verbal de-escalation, crisis intervention, and fostering a culture of psychological safety. This training is an investment in creating a more resilient, communicative, and secure workplace where disagreements are handled constructively and potential crises are averted with confidence and skill.

Target Audience / This training course is suitable for:

- Managers and Team Leaders.
- Human Resources Professionals.
- Customer Service Representatives and Managers.
- Healthcare and Social Work Professionals.
- Security and Loss Prevention Personnel.
- Public-Facing Staff and Frontline Employees.
- Law Enforcement and Emergency Services Personnel.
- Educators and School Administrators.
- Legal and Compliance Officers.
- Anyone seeking to improve their interpersonal communication skills.

Target Sectors and Industries:

- Healthcare and Social Assistance.
- Retail and Hospitality.
- Corporate and Business Services.
- Public Administration and Government Agencies.
- Education and Academic Institutions.
- Transportation and Logistics.
- Financial Services and Banking.
- Telecommunications.
- Real Estate and Property Management.
- Security Services.

Target Organizations Departments:

- Human Resources.
- Customer Service and Client Relations.
- Operations and Frontline Services.
- Security and Asset Protection.
- Management and Leadership Teams.
- Patient and Client Services.
- Legal and Compliance.
- Training and Development.
- Facilities Management.
- Sales and Account Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Identify the root causes and stages of conflict escalation in various professional settings.
- Apply active listening and empathy to understand the perspectives of all parties involved.
- Utilize proven verbal and non-verbal de-escalation techniques to manage agitated individuals.
- Master communication strategies for managing difficult conversations with confidence.
- Implement structured models for negotiation and mediation to find mutually acceptable solutions.
- Recognize personal triggers and manage emotional responses during high-stress encounters.
- Set and maintain professional boundaries to prevent conflict and ensure personal safety.
- Contribute to the development of a psychologically safe and supportive work environment.
- Conduct post-incident debriefings to learn from conflict situations and improve future responses.
- Apply conflict resolution principles to enhance team cohesion and productivity.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to the participant's professional life. We believe that skills in conflict management and de-escalation are best learned through practice, not just theory. The course will utilize a blended learning approach that includes facilitator-led discussions, in-depth case study analyses drawn from real-world scenarios across various industries, and dynamic group activities. A significant portion of the training is dedicated to structured role-playing exercises, where participants can practice de-escalation techniques in a safe and controlled environment. These simulations are followed by constructive feedback sessions from both the instructor and peers, allowing for immediate learning and refinement of skills. The program encourages self-reflection and the development of personal action plans, ensuring that the concepts learned are integrated and sustained long after the course concludes. Our expert facilitators create an engaging and supportive atmosphere where participants feel comfortable sharing experiences and learning from one another.

Course Agenda (Course Units):

Unit One: The Foundations of Conflict and De-escalation

- Understanding the nature and psychology of conflict.
- Identifying the stages of conflict escalation.
- The role of emotional intelligence in conflict management.
- Self-awareness and managing personal triggers.
- Introduction to the principles of de-escalation.
- The legal and ethical considerations in conflict intervention.
- Establishing a baseline for psychological safety.

Unit Two: Core Communication Skills for Conflict Management

- The art of active and reflective listening.
- Decoding non-verbal cues and body language.
- Assertive communication versus aggressive or passive behavior.
- Using empathetic language to build rapport.
- The power of paraphrasing and summarizing.
- Asking strategic, open-ended questions to uncover interests.
- Techniques for maintaining a calm and professional demeanor.

Unit Three: Strategic De-escalation Techniques in Practice

- The CALM model for managing agitated individuals.
- Verbal Judo and tactical communication strategies.
- Techniques for managing high-emotion situations and verbal threats.
- Creating physical distance and ensuring personal safety.
- Recognizing signs of imminent aggression.
- The importance of tone, volume, and cadence in speech.
- Strategies for tactical disengagement when necessary.

Unit Four: Advanced Conflict Resolution and Mediation

- Moving from conflict management to conflict resolution.
- Interest-based negotiation vs. positional bargaining.
- The five modes of conflict handling (Thomas-Kilmann model).
- A structured framework for problem-solving and mediation.
- Techniques for handling difficult personalities and behaviors.
- Finding common ground and generating win-win solutions.
- Documenting agreements and ensuring follow-through.

Unit Five: Application, Resilience, and Fostering a Proactive Culture

- Intensive role-playing scenarios based on industry-specific challenges.
- Providing and receiving constructive feedback.
- Post-incident debriefing and analysis for continuous improvement.
- Building personal resilience and managing stress after a conflict.
- Strategies for creating a team culture that minimizes destructive conflict.
- Developing a personal action plan for skill implementation.
- Final course review and comprehensive Q&A session.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an organization's culture systemically reduce the need for de-escalation, rather than just improving individual responses to conflict?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond a simple checklist of de-escalation tactics to address the fundamental human dynamics at the heart of conflict. While many programs focus solely on reactive techniques, we dedicate significant time to the proactive development of emotional intelligence, self-awareness, and the communication skills that prevent conflict from escalating in the first place. Our methodology is deeply rooted in established psychological principles, exploring the 'why' behind aggressive behavior, not just the 'how' of managing it. A key differentiator is our emphasis on post-incident resilience and learning; we equip participants not only to handle a crisis but also to recover from it and use the experience to strengthen themselves and their teams. The curriculum integrates intensive, realistic role-playing scenarios tailored to the participants' industries, ensuring the skills are not just learned but mastered in a context that mirrors their daily challenges. Ultimately, this cour
e is not about providing scripts but about cultivating a strategic mindset that transforms conflict from a threat into an opportunity for growth, understanding, and improved relationships.