Managing Conflict and Difficult Conversations Training Course



07 - 11 Dec 2026

Lisbon

4500 € (Per Person)

Ref: #CW1212_23919

Course Introduction / Overview:

In today's dynamic and interconnected workplace, the ability to navigate disagreements and handle challenging conversations is no longer a soft skill but a core competency for professional success. This course provides a comprehensive framework for transforming potentially destructive conflicts into opportunities for growth and stronger relationships. Drawing on foundational principles from communication theory and psychology, we explore the root causes of conflict and the dynamics of difficult conversations. We will delve into the influential work of experts like William Ury, co-author of the seminal book "Getting to Yes," to understand interest-based negotiation and constructive dialogue. Participants will learn to move beyond simple compromise to find creative, mutually beneficial solutions. At BIG BEN Training Center, we have designed this program to be intensely practical, equipping attendees with proven strategies for de-escalation, active listening, and assertive communication. This training is an investment in building a more resilient, collaborative, and psychologically safe work environment where open communication thrives and disputes are resolved effectively.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Department Managers and Directors.
- Human Resources Professionals.
- Project Managers and Scrum Masters.
- Customer Service and Client-Facing Staff.
- Sales and Business Development Professionals.
- Anyone seeking to improve their interpersonal communication skills.
- Executives and Senior Leadership.

Target Sectors and Industries:

- Technology and IT Services.
- Healthcare and Pharmaceutical.
- Financial Services and Banking.
- Consulting and Professional Services.
- Government Agencies and Public Sector Organizations.
- Education and Academia.
- Retail and Hospitality.
- Manufacturing and Engineering.

Target Organizations Departments:

- Human Resources and Talent Management.
- Customer Support and Service Delivery.
- Sales and Account Management.
- Operations and Production.
- Project Management Office (PMO).
- Legal and Compliance.
- Marketing and Communications.
- Research and Development.

Course Offerings:

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

- Identify the root causes and stages of conflict in a professional setting.
- Analyze their own and others' conflict management styles using established models.
- Apply active listening and empathy techniques to de-escalate tense situations.
- Structure and initiate difficult conversations with a clear, constructive framework.
- Manage emotional responses in themselves and others during high-stakes interactions.
- Utilize principled negotiation strategies to achieve win-win outcomes.
- Provide and receive constructive feedback without triggering defensiveness.
- Mediate basic disputes between team members effectively.
- Develop strategies for preventing unnecessary conflict and fostering a positive team climate.

Course Methodology:

This training course at BIG BEN Training Center is built on a foundation of experiential and participatory learning. We believe that mastering conflict resolution and communication skills requires active practice, not just passive listening. The methodology is highly interactive, blending expert-led instruction with a variety of engaging activities. Participants will work through real-world case studies drawn from various industries, allowing them to analyze complex scenarios in a safe environment. A significant portion of the training is dedicated to structured role-playing exercises, where attendees can practice difficult conversations and receive immediate, constructive feedback from the facilitator and peers. Group discussions and brainstorming sessions encourage the sharing of diverse perspectives and collaborative problem-solving. Self-assessment tools will be used to help participants understand their own communication patterns and conflict styles. The learning journey is designed to be reflective and practical, ensuring that participants leave with not only new knowledge but also the confidence and skills to apply these techniques immediately in their workplace.

Course Agenda (Course Units):

Unit One: Foundations of Workplace Conflict and Communication

- Understanding the nature and sources of conflict.
- The conflict cycle and its stages of escalation.
- Differentiating between healthy and unhealthy conflict.
- Introduction to core communication styles (Passive, Aggressive, Assertive).
- The role of emotional intelligence in conflict management.
- Uncovering unconscious bias and its impact on perception.
- Establishing a baseline for psychological safety in teams.

Unit Two: Core Conflict Resolution Models and Strategies

- Introduction to the Thomas-Kilmann Conflict Mode Instrument (TKI).
- Exploring the five primary conflict styles: Competing, Collaborating, Compromising, Avoiding, and Accommodating.
- Techniques for active and empathetic listening.
- The art of asking powerful, open-ended questions.
- Fundamentals of interest-based negotiation from "Getting to Yes".
- Separating the people from the problem.
- Focusing on interests, not positions.

Unit Three: Mastering the Art of Difficult Conversations

- Preparing for a difficult conversation: mindset and planning.
- A step-by-step framework for structuring the conversation.
- Opening the conversation without causing defensiveness.
- Techniques for staying focused and calm under pressure.
- How to articulate your views and experiences clearly and respectfully.
- Navigating emotional triggers and reactions.
- Concluding conversations with clear actions and mutual understanding.

Unit Four: Advanced Techniques for High-Stakes Situations

- Managing high-conflict personalities and challenging behaviors.
- De-escalation techniques for highly emotional situations.
- Introduction to basic workplace mediation principles.
- Giving and receiving difficult feedback constructively.
- Addressing non-performance and behavioral issues.
- Communicating difficult decisions with empathy and clarity.
- Building resilience to navigate ongoing workplace friction.

Unit Five: Fostering a Culture of Constructive Dialogue

- Moving from conflict resolution to conflict prevention.
- Strategies for building trust and rapport within teams.
- Facilitating team meetings where disagreements are handled productively.
- Creating team charters and norms for healthy communication.
- Leading by example: modeling effective conflict resolution.
- Developing a personal action plan for continuous improvement.
- Integrating skills into daily leadership and team interactions.

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 might an organization's unwritten cultural norms either fuel or resolve workplace conflicts, regardless of the formal policies in place?

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

This course distinguishes itself by moving beyond surface-level tips and scripts for managing conflict. We adopt a holistic approach that integrates principles of organizational psychology, emotional intelligence, and advanced communication theory. Unlike programs that focus solely on reactive resolution tactics, our curriculum places a significant emphasis on proactive conflict prevention by teaching participants how to cultivate an environment of psychological safety and trust. The learning journey is deeply practical, prioritizing simulated real-world scenarios and personalized feedback over theoretical lectures. We explore the "why" behind conflict the cognitive biases, emotional triggers, and systemic issues which empowers participants to diagnose root causes rather than just treat symptoms. Furthermore, the course content is designed to build adaptive skills, enabling attendees to tailor their approach to different personalities and situations, from giving sensitive feedback to mediating disputes between colleagues. The ultimate goal is not just to resolve isolated incidents but to fundamentally enhance the quality of workplace relationships and foster a resilient culture of open, constructive dialogue.