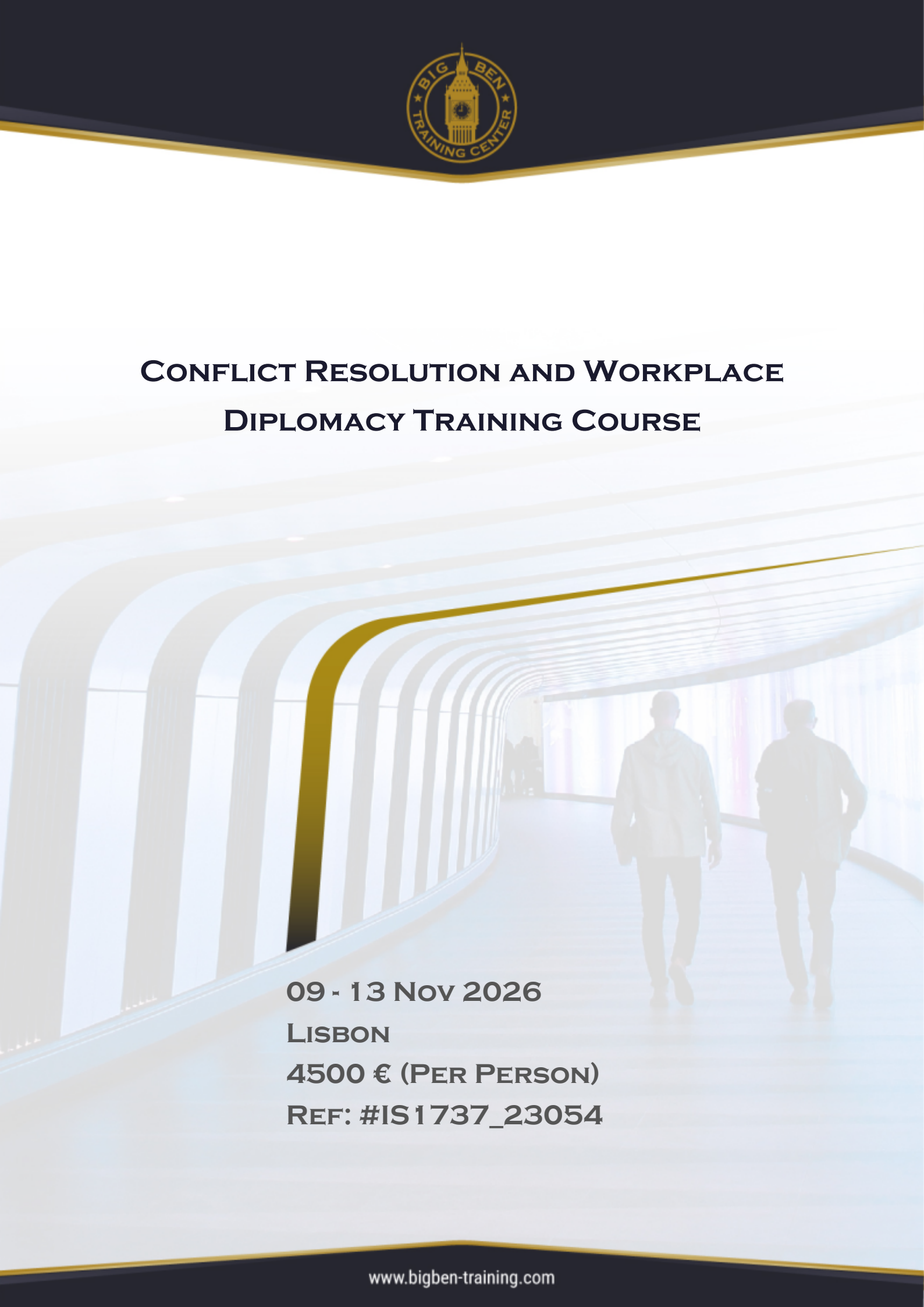
Conflict Resolution and Workplace Diplomacy Training Course



09 - 13 Nov 2026

Lisbon

4500 € (Per Person)

Ref: #IS1737_23054

Course Introduction / Overview:

In today's dynamic professional landscape, the ability to navigate disagreements and foster harmonious relationships is paramount for organizational success. This comprehensive Conflict Resolution and Workplace Diplomacy Training Course, offered by BIG BEN Training Center, is meticulously designed to equip professionals with the essential skills and strategic insights needed to transform conflict into constructive dialogue and strengthen workplace bonds. Participants will delve into the core principles of effective dispute resolution, learning to identify the root causes of workplace conflict, apply proven de-escalation tactics, and master diplomatic communication strategies. The course emphasizes practical application, moving beyond theoretical concepts to provide actionable frameworks for managing difficult conversations, fostering negotiation techniques, and building positive workplace relationships. Drawing inspiration from seminal works such as "Getting to Yes: Negotiating Agreement Without Giving In" by Roger Fisher and William Ury, this program integrates time-tested methodologies with contemporary approaches to professional diplomacy. It addresses the critical role of emotional intelligence for conflict management, enabling individuals to approach disagreements with composure and strategic foresight. By focusing on both individual skill development and organizational conflict prevention strategies, BIG BEN Training Center ensures that participants will gain a holistic understanding of how to cultivate a more collaborative and productive work environment, ultimately enhancing overall workplace harmony and organizational resilience.

Target Audience / This training course is suitable for:

- Managers and team leaders seeking to improve team dynamics and resolve disputes effectively.
- Human Resources professionals responsible for employee relations and conflict mediation.
- Project managers needing to navigate stakeholder disagreements and maintain project timelines.
- Supervisors aiming to enhance their leadership skills in managing workplace challenges.
- Any professional looking to improve their communication, negotiation, and interpersonal skills.
- Individuals aspiring to foster a more positive and productive work environment.
- Employees who frequently encounter disagreements and wish to develop conflict resolution skills.

Target Sectors and Industries:

- Corporate and private sector organizations across all industries.
- Government agencies and public administration bodies.
- Non-profit organizations and NGOs.
- Healthcare and pharmaceutical sectors.
- Education and academic institutions.
- Technology and IT companies.
- Financial services and banking.
- Manufacturing and industrial enterprises.
- Consulting and professional services firms.

Target Organizations Departments:

- Human Resources Departments.
- Operations Departments.
- Project Management Offices.
- Customer Service Departments.
- Sales and Marketing Departments.
- Legal and Compliance Departments.
- Leadership and Management Teams.
- Team Leads and Supervisory Roles.
- Employee Relations Departments.

Course Offerings:

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

- Identify the underlying causes and dynamics of various workplace conflicts.
- Apply effective communication and de-escalation strategies in challenging situations.
- Master negotiation techniques to achieve mutually beneficial outcomes.
- Facilitate mediation processes to resolve disputes between parties.
- Develop emotional intelligence for improved conflict management and self-regulation.
- Build and maintain positive workplace relationships through diplomatic engagement.
- Implement proactive conflict prevention strategies within their teams and organizations.
- Address power imbalances and cultural differences in conflict resolution.
- Foster a culture of respect and psychological safety in their work environment.
- Create personal action plans for continuous improvement in workplace diplomacy.

Course Methodology:

BIG BEN Training Center employs a highly interactive and participant-centered methodology for this Conflict Resolution and Workplace Diplomacy Training Course, ensuring a dynamic and engaging learning experience. The approach integrates a blend of theoretical foundations with extensive practical application, designed to maximize skill acquisition and retention. Participants will engage in a variety of learning activities including in-depth case studies drawn from real-world workplace scenarios, allowing them to analyze complex situations and apply learned concepts in a simulated environment. Role-playing exercises will provide hands-on opportunities to practice diplomatic communication strategies, negotiation techniques, and de-escalation tactics in a safe and supportive setting. Group discussions and teamwork activities will encourage collaborative problem-solving and the sharing of diverse perspectives on conflict management. Expert facilitators from BIG BEN Training Center will guide these sessions, providing constructive feedback and personalized coaching to help participants refine their skills. The methodology also incorporates self-assessment tools to help individuals understand their personal conflict styles and areas for development. This comprehensive approach ensures that participants not only grasp the theoretical underpinnings of conflict resolution but also gain the confidence and practical expertise to implement these skills immediately in their professional lives, fostering lasting improvements in workplace harmony and productivity.

Course Agenda (Course Units):

Unit One: Foundations of Conflict and Diplomacy

- Understanding the nature of conflict in the workplace.
- Identifying common sources and types of workplace disputes.
- Exploring the benefits of effective conflict resolution.
- Introduction to the principles of workplace diplomacy.
- Recognizing different conflict styles and their impact.
- Assessing personal conflict resolution approaches.
- The role of emotional intelligence in managing conflict.
- Setting the stage for constructive engagement.

Unit Two: Communication and De-escalation Strategies

- Developing active listening skills for conflict situations.
- Mastering empathetic communication techniques.
- Using "I" statements to express needs and feelings.
- Strategies for de-escalating tense conversations.
- Managing emotions and maintaining composure under pressure.
- Providing and receiving constructive feedback effectively.
- Addressing difficult conversations with tact and professionalism.
- Building rapport and trust in challenging interactions.

Unit Three: Negotiation and Mediation Techniques

- Principles of effective negotiation in the workplace.
- Preparing for successful negotiation outcomes.
- Exploring various negotiation strategies and tactics.
- Understanding the role of a neutral mediator.
- Steps in the formal and informal mediation process.
- Facilitating dialogue and finding common ground.
- Reaching mutually beneficial agreements.
- Overcoming impasses and resistance in negotiations.

Unit Four: Advanced Conflict Resolution and Workplace Dynamics

- Addressing power imbalances in conflict.
- Resolving team and group conflicts effectively.
- Managing cross-cultural communication challenges in diplomacy.
- Strategies for dealing with difficult personalities.
- Conflict prevention through proactive measures.
- Implementing conflict resolution policies and procedures.
- Ethical considerations in workplace conflict management.
- Leadership's role in fostering a conflict-resilient culture.

Unit Five: Building a Diplomatic and Harmonious Workplace

- Developing a personal action plan for diplomatic leadership.
- Fostering a culture of respect and psychological safety.
- Promoting collaborative problem-solving.
- Sustaining positive workplace relationships.
- Measuring the impact of conflict resolution initiatives.
- Continuous improvement in workplace diplomacy practices.
- Leveraging conflict for innovation and growth.
- Review and application of course principles.

FAQ:

Qualifications required for registering to this course?

There are no prerequisites.

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

This training course extends over five days, with a daily duration ranging from 4 to 5 hours, including breaks and interactive activities, bringing the total to 20–25 training hours.

Something to think about

How can an organization's commitment to fostering a culture of workplace diplomacy directly influence its long-term innovation capacity and employee retention rates?

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

This Conflict Resolution and Workplace Diplomacy Training Course distinguishes itself through its holistic and deeply practical approach, moving beyond generic theories to provide actionable insights tailored for the modern professional environment. Unlike many programs that focus solely on reactive conflict management, this course from BIG BEN Training Center integrates proactive strategies for conflict prevention and the cultivation of a diplomatic workplace culture. It emphasizes the critical interplay between emotional intelligence, effective communication, and strategic negotiation techniques, ensuring participants develop a comprehensive toolkit for navigating complex interpersonal dynamics. The curriculum is meticulously designed to address real-world challenges, incorporating contemporary case studies and immersive role-playing exercises that simulate actual workplace scenarios. This hands-on methodology, coupled with expert facilitation, allows for immediate application of learned skills, fostering genuine behavioral change rather than just theoretical understanding. Furthermore, the course delves into the nuances of cross-cultural diplomacy and power dynamics, equipping participants to manage diverse teams and global interactions with greater sensitivity and effectiveness. By focusing on building sustainable positive relationships and fostering psychological safety, this program empowers individuals to become catalysts for workplace harmony, driving not only dispute resolution but also enhanced collaboration, productivity, and overall organizational resilience.