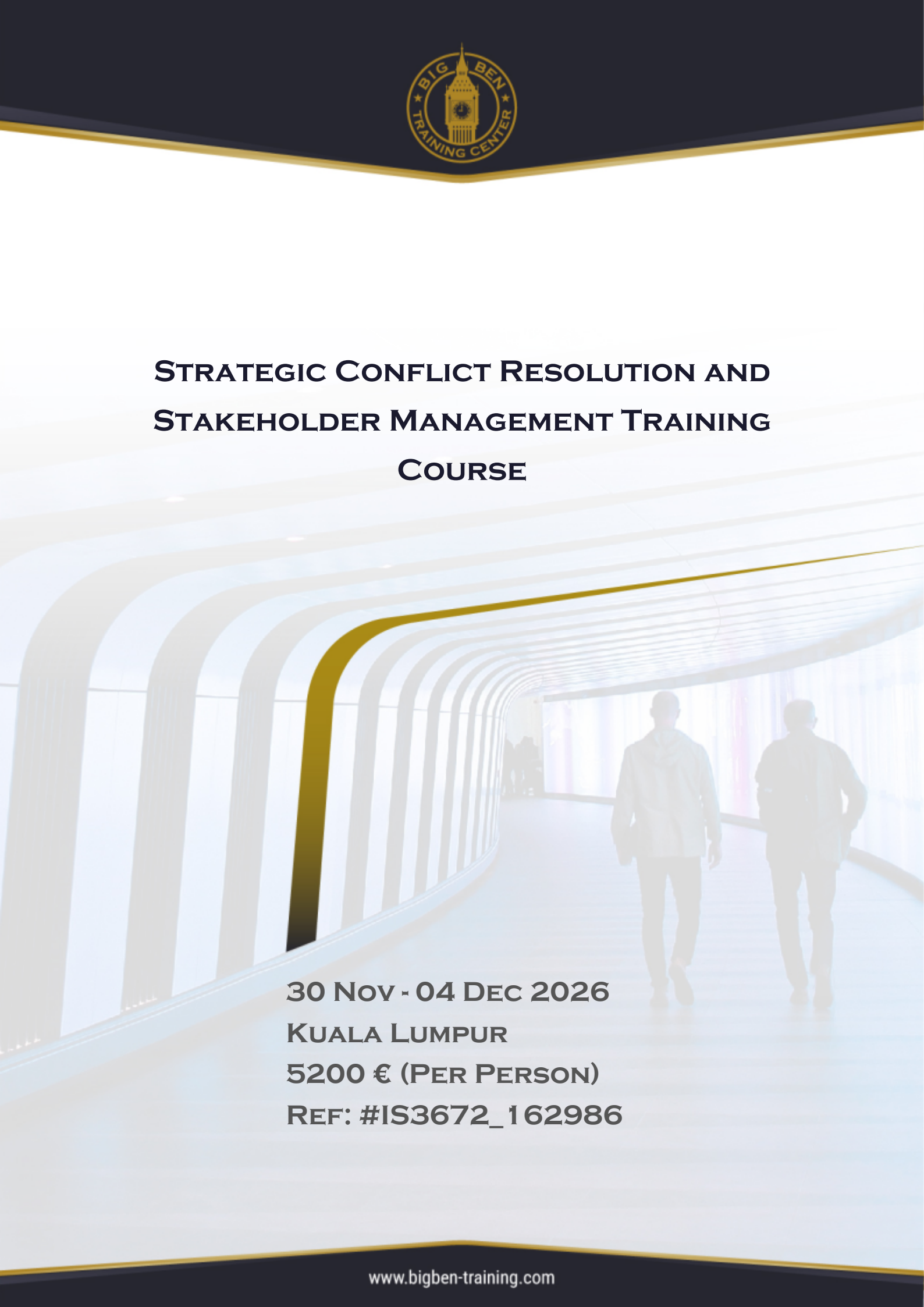
Strategic Conflict Resolution and Stakeholder Management Training Course



30 Nov - 04 Dec 2026

Kuala Lumpur

5200 € (Per Person)

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Course Introduction / Overview:

In today's interconnected corporate environment, the ability to navigate complex human dynamics is paramount to organizational success. This course provides a comprehensive framework for mastering the twin disciplines of strategic conflict resolution and proactive stakeholder management. Moving beyond basic negotiation tactics, this program delves into the psychological and structural roots of conflict, equipping participants with sophisticated tools for diagnosis, de-escalation, and sustainable resolution. We will explore seminal concepts from thought leaders like Roger Fisher and William Ury, particularly the principles outlined in their groundbreaking book, "Getting to Yes". This training emphasizes that effective stakeholder management is not merely about communication but about building strategic alliances, managing expectations, and fostering long-term, trust-based relationships. At BIG BEN Training Center, we have designed this immersive experience to transform your approach from reactive problem-solving to proactive, strategic engagement, enabling you to turn potential disputes into opportunities for collaboration and growth, thereby safeguarding and enhancing organizational reputation and operational continuity.

Target Audience / This training course is suitable for:

- Project Managers and Program Managers.
- Team Leaders and Department Heads.
- Human Resources Professionals and Business Partners.
- Public Relations and Corporate Communications Specialists.
- Legal and Compliance Officers.
- Customer Service and Client Relationship Managers.
- Executives and Senior Leadership.
- Procurement and Supply Chain Managers.
- Community Relations and Public Affairs Officers.
- Anyone involved in negotiation or managing internal and external relationships.

Target Sectors and Industries:

- Construction and Engineering.
- Information Technology and Telecommunications.
- Healthcare and Pharmaceuticals.
- Banking and Financial Services.
- Oil, Gas, and Energy.
- Manufacturing and Industrial Sectors.
- Retail and Consumer Goods.
- Governmental Agencies and Public Sector Organizations.
- Non-Profit and Non-Governmental Organizations (NGOs).
- Consulting and Professional Services.

Target Organizations Departments:

- Project Management Office (PMO).
- Human Resources.
- Public Relations and Corporate Affairs.
- Legal and Regulatory Compliance.
- Operations Management.
- Sales and Business Development.
- Customer Support and Service Delivery.
- Strategic Planning.
- Supply Chain and Procurement.
- Marketing and Communications.

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.
- Apply various stakeholder analysis tools, including power-interest grids and influence mapping.
- Develop and implement strategic stakeholder engagement and communication plans.
- Utilize principled negotiation techniques to achieve win-win outcomes.
- Mediate disputes between individuals and teams effectively.
- Manage difficult conversations and high-emotion situations with confidence.
- De-escalate tense situations and prevent conflicts from intensifying.
- Build and maintain long-term, positive relationships with key stakeholders.
- Align conflict resolution strategies with broader organizational goals.
- Develop a personal action plan for applying course concepts in the workplace.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered. We believe that mastering complex skills like conflict resolution and stakeholder management requires active participation, not passive listening. The course integrates a blend of expert-led presentations, dynamic group discussions, and practical, hands-on activities. A significant portion of the training is dedicated to realistic case studies drawn from various industries, allowing participants to analyze complex scenarios and develop strategic responses in a safe environment. Role-playing simulations will be used extensively to practice negotiation, mediation, and difficult conversations, providing a platform for immediate application of learned techniques. Participants will receive constructive, personalized feedback from the instructor and peers to foster continuous improvement. Team-based exercises will encourage collaborative problem-solving, mirroring the cross-functional challenges of modern workplaces. This immersive approach ensures that participants leave not just with theoretical knowledge, but with the practical skills and confidence to implement these strategies effectively within their organizations.

Course Agenda (Course Units):

Unit One: Foundations of Conflict and Stakeholder Dynamics

- Introduction to Conflict Theory and its Workplace Applications.
- Differentiating Between Healthy and Destructive Conflict.
- The Five Core Styles of Conflict Management (Thomas-Kilmann Instrument).
- Fundamentals of Stakeholder Theory and Identification.
- Conducting a Basic Stakeholder Mapping Exercise.
- Understanding the Interplay Between Conflict and Stakeholder Expectations.
- The Role of Perception and Bias in Driving Disputes.

Unit Two: Core Communication Skills for Engagement and Resolution

- The Principles of Active and Empathetic Listening.
- Techniques for Assertive and Non-Aggressive Communication.
- The Art of Framing and Reframing Issues for Productive Dialogue.
- Asking Powerful Questions to Uncover Underlying Interests.
- Mastering Non-Verbal Communication and Body Language Cues.
- Giving and Receiving Constructive Feedback without Triggering Defensiveness.
- Cross-Cultural Communication Considerations in Conflict and Negotiation.

Unit Three: Strategic Stakeholder Analysis and Management

- Advanced Stakeholder Mapping using the Power-Interest Grid.
- Analyzing Stakeholder Influence, Legitimacy, and Urgency.
- Developing a Proactive Stakeholder Engagement Strategy.
- Techniques for Building Trust and Rapport with Diverse Stakeholders.
- Managing and Aligning Competing Stakeholder Expectations.
- Creating a Stakeholder Communication and Reporting Plan.
- Leveraging Technology for Effective Stakeholder Relationship Management.

Unit Four: Advanced Conflict Resolution and Negotiation Techniques

- Introduction to Principled Negotiation (Getting to Yes Framework).
- Separating the People from the Problem.
- Focusing on Interests, Not Positions.
- Inventing Options for Mutual Gain (Brainstorming Solutions).
- Insisting on Using Objective Criteria.
- Mediation and Facilitation Skills for Third-Party Intervention.
- Strategies for Managing Difficult Personalities and Tactics.

Unit Five: Integration, Crisis Management, and Practical Application

- Integrating Conflict Resolution into Project and Change Management.
- Stakeholder Communication During a Crisis.
- Developing De-escalation Plans for High-Stakes Situations.
- The Role of Emotional Intelligence in Managing Tense Encounters.
- Building a Conflict-Resilient Organizational Culture.
- Final Capstone Simulation: A Multi-Stakeholder Negotiation Scenario.
- Creating a Personal Development Plan for Continuous Skill Enhancement.

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:

In an era of hyper-connectivity and social media, how has the definition of a 'stakeholder' evolved, and what new ethical dilemmas does this present for conflict resolution?

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

This course distinguishes itself by holistically integrating the disciplines of conflict resolution and stakeholder management, treating them not as separate functions but as two sides of the same strategic coin. While many programs focus on isolated negotiation tactics, our curriculum emphasizes the pre-emptive and strategic nature of building robust stakeholder relationships as the most effective form of conflict prevention. We move beyond theoretical models to immerse participants in complex, true-to-life simulations that mirror the multi-party, high-stakes challenges they face professionally. The focus is less on tools and more on cultivating a strategic mindset, enabling participants to analyze the deep-seated interests and power dynamics that underpin any dispute. Furthermore, the course places a strong emphasis on the psychological and emotional intelligence aspects of conflict, equipping leaders to manage not just the logistical components of a disagreement but also the human element. This approach fosters sustainable agreements and strengthens long-term partnerships, rather than achieving superficial, short-term wins that can damage relationships over time.