Strategic Conflict Resolution and Crisis Leadership Training Course



02 - 06 Nov 2026

Madrid

5900 € (Per Person)

Ref: #LE1366_152569

Course Introduction / Overview:

In today's volatile and interconnected business environment, the ability to navigate conflict and lead through crises is no longer a specialized skill but a core leadership competency. This intensive training course is designed to equip leaders with the strategic frameworks and practical skills necessary to transform potential disputes into opportunities for growth and to manage organizational crises with confidence and integrity. Drawing upon foundational principles from experts like William Ury, co-author of the seminal work "Getting to Yes," this program moves beyond basic de-escalation to explore principled negotiation and interest-based problem-solving. Participants will learn to proactively identify conflict triggers, implement effective resolution strategies, and build resilient teams capable of withstanding high-pressure situations. At BIG BEN Training Center, we have developed a curriculum that integrates proven crisis management models with the nuances of human psychology, ensuring that leaders can not only manage the operational aspects of a crisis but also the critical human element. This course provides a comprehensive roadmap for developing the foresight to prevent crises, the decisiveness to manage them, and the wisdom to lead recovery efforts, ultimately safeguarding organizational reputation and fostering a culture of stability and trust.

Target Audience / This training course is suitable for:

- C-Suite Executives and Board Members.
- Senior and Mid-Level Managers.
- Team Leaders and Supervisors.
- Human Resources and Employee Relations Professionals.
- Public Relations and Corporate Communications Specialists.
- Risk Management and Compliance Officers.
- Project and Program Managers.
- Heads of Departments and Business Unit Leaders.
- Emergency Response Team Leaders.
- Anyone in a leadership or high-potential leadership role.

Target Sectors and Industries:

- Corporate and Commercial Sectors.
- Banking and Financial Services.
- Healthcare and Pharmaceutical Industries.
- Technology and Telecommunications.
- Energy, Oil, and Gas.
- Aviation and Transportation.
- Governmental Agencies and Public Sector Organizations.
- Non-Profit and Non-Governmental Organizations (NGOs).
- Manufacturing and Engineering.
- Hospitality and Tourism.

Target Organizations Departments:

- Executive Leadership and Senior Management.
- Human Resources.
- Operations Management.
- Public Relations and Corporate Communications.
- Legal and Compliance.
- Customer Service and Client Relations.
- Project Management Office (PMO).
- Security and Risk Management.
- Health, Safety, and Environment (HSE).
- Strategic Planning.

Course Offerings:

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

- Analyze the root causes and dynamics of workplace conflict.
- Apply advanced negotiation and mediation techniques to resolve disputes.
- Develop and implement a comprehensive crisis management plan.
- Lead a crisis response team with clarity and decisiveness.
- Master communication strategies for internal and external stakeholders during a crisis.
- Utilize emotional intelligence to manage team stress and maintain morale under pressure.
- Conduct effective post-crisis evaluations to identify lessons learned.
- Implement proactive strategies to build organizational resilience and prevent future conflicts.
- Manage media relations and protect the organization's reputation during a crisis.
- Make sound ethical decisions in high-stakes, ambiguous situations.

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 context. We believe that leadership skills in conflict and crisis are best developed through practice, not just theory. Therefore, the course heavily emphasizes a hands-on approach, utilizing a blend of expert-led presentations, dynamic group discussions, and in-depth case study analyses of real-world corporate crises. A significant portion of the training is dedicated to high-fidelity role-playing simulations, where participants will be challenged to manage difficult conversations, negotiate complex agreements, and lead a team through a unfolding crisis scenario in a controlled environment. These practical exercises are followed by structured debriefing sessions and personalized feedback from the facilitator and peers to reinforce learning and skill development. Participants will also engage in collaborative problem-solving activities and work in teams to develop a crisis response plan for a hypothetical organization. This immersive learning environment ensures that attendees not only grasp the strategic concepts but also build the confidence and muscle memory to apply them effectively under pressure back in their own workplaces.

Course Agenda (Course Units):

Unit One: Foundations of Conflict and Crisis for Leaders

- The Psychology of Conflict in the Workplace.
- Distinguishing Between Healthy and Destructive Conflict.
- The Thomas-Kilmann Conflict Mode Instrument (TKI) in Practice.
- The Complete Lifecycle of a Crisis from Pre-Crisis to Post-Crisis.
- Identifying Your Natural Leadership Style Under Pressure.
- The Leader's Role in Proactive Conflict Prevention.
- Early Warning Signs of an Escalating Crisis.
- Core Principles of Strategic Crisis Management.

Unit Two: Advanced Communication and Negotiation Strategies

- Active Listening and Empathic Communication Techniques.
- The Art of Asking Powerful, Solution-Oriented Questions.
- Managing Difficult Conversations with Composure and Clarity.
- De-escalation Techniques for Highly Emotional Situations.
- Principles of Interest-Based Negotiation from "Getting to Yes".
- Strategies for Mediating Disputes Between Team Members.
- Crafting Clear and Consistent Messages for Different Audiences.
- Non-Verbal Communication and Its Impact on Conflict Resolution.

Unit Three: Developing a Robust Crisis Management Framework

- Conducting a Comprehensive Risk and Vulnerability Assessment.
- Forming and Training a Cross-Functional Crisis Management Team.
- Key Components of an Effective Crisis Management Plan (CMP).
- Establishing a Crisis Command Center and Communication Protocols.
- Decision-Making Models for High-Stakes, Time-Sensitive Situations.
- The Role of Technology and Data in Crisis Response.
- Legal and Ethical Considerations in Crisis Management.
- Running Drills and Simulations to Test Your Plan's Effectiveness.

Unit Four: Leading with Resilience Through a Crisis

- Managing Stakeholder Communications and Expectations.
- Effective Media Relations and Spokesperson Training.
- Leading and Motivating Your Team in a High-Stress Environment.
- Maintaining Psychological Safety and Employee Well-being.
- The Leader's Role in Projecting Calmness and Confidence.
- Navigating the Challenges of a Social Media Crisis.
- Ethical Leadership and Maintaining Trust During a Crisis.
- Adapting Leadership Styles to the Evolving Crisis Situation.

Unit Five: Post-Crisis Recovery and Building Organizational Resilience

- Conducting a Thorough After-Action Review (AAR).
- Identifying Key Lessons Learned and Implementing Corrective Actions.
- Strategies for Reputation Repair and Rebuilding Stakeholder Trust.
- Supporting Employee Recovery and Addressing Post-Crisis Trauma.
- Communicating the Path Forward and a Renewed Vision.
- Integrating Crisis Learnings into Organizational Strategy and Culture.
- Building a Culture of Openness to Prevent Future Conflicts.
- Transforming a Crisis into a Catalyst for Positive Change.

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 a leader's personal values and ethical framework influence the outcome of a high-stakes crisis, and where is the line between decisive leadership and authoritarian control?

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

This training course distinguishes itself by deeply integrating the disciplines of conflict resolution and crisis management, treating them not as separate events but as interconnected points on a leadership continuum. While many programs focus solely on the logistical response to a full-blown crisis, our curriculum places significant emphasis on the upstream skills of proactive conflict prevention and advanced negotiation, equipping leaders to neutralize threats before they escalate. We move beyond standard theoretical models to explore the critical psychological and emotional dimensions of leadership under extreme pressure, focusing on how to maintain team cohesion, psychological safety, and morale when they are most vulnerable. The methodology is uniquely immersive, prioritizing high-fidelity simulations and role-playing over passive lectures. This ensures participants don't just learn about crisis leadership; they experience it in a controlled, constructive environment. The course is built on a philosophy of strategic foresight, teaching leaders not only how to react to a crisis but how to emerge from it with a stronger, more resilient organization and an enhanced professional reputation. It is this holistic, human-centric, and forward-looking approach that provides unparalleled value.