Advanced Conflict Management and Dispute Resolution Strategies Training Course

08 - 12 Nov 2026

Manama

4400 € (Per Person)

Ref: #PS4972_204602

Course Introduction / Overview:

This Advanced Conflict Management and Dispute Resolution Strategies Training Course offers a comprehensive and immersive experience designed to equip professionals with the sophisticated skills needed to navigate and resolve complex disputes effectively. In today's dynamic organizational landscapes, the ability to manage conflict strategically is paramount for fostering productive environments and achieving sustainable success. This course delves beyond basic conflict resolution techniques, exploring advanced negotiation tactics, intricate mediation processes, and the psychological underpinnings of human interaction in contentious situations. Participants will gain profound insights into transforming disagreements into opportunities for growth and innovation, moving beyond simple problem-solving to true conflict transformation. Drawing upon seminal works such as "Getting to Yes: Negotiating Agreement Without Giving In" by Roger Fisher and William Ury, this program integrates proven methodologies with contemporary best practices. BIG BEN Training Center prides itself on delivering cutting-edge training that empowers individuals to become catalysts for positive change within their organizations. The curriculum emphasizes practical application, ensuring that every participant can immediately implement advanced conflict resolution strategies, enhance communication skills, and build consensus, ultimately leading to improved organizational harmony and efficiency. This training is crucial for anyone seeking to master the art and science of dispute resolution and become a leader in fostering positive workplace environments.

Target Audience / This training course is suitable for:

- Managers.
- Team leaders.
- HR professionals.
- Legal counsel.
- Project managers.
- Executives.
- Government officials.
- Negotiators.
- Mediators.
- Customer service managers.
- Union representatives.
- Sales professionals.
- Procurement specialists.

- Public relations officers.
- Compliance officers.
- Risk managers.
- Organizational development specialists.

Target Sectors and Industries:

- Corporate sector.
- Government agencies and public administration bodies.
- Healthcare industry.
- Legal and judicial services.
- Human resources and talent management.
- Education and academic institutions.
- Non-profit and non-governmental organizations.
- Manufacturing and industrial sectors.
- Financial services and banking.
- Technology and IT companies.
- Consulting and professional services.
- Real estate and construction.
- Retail and consumer goods.
- Energy and utilities.
- International relations and diplomacy.

Target Organizations Departments:

- Human Resources Department.
- Legal Department.
- Operations Department.
- Project Management Office.
- Sales and Marketing Department.
- Customer Service Department.
- Public Relations Department.

- Compliance and Risk Management Department.
- Procurement Department.
- Executive Leadership and Management.
- Organizational Development Department.
- Employee Relations Department.
- Labor Relations Department.
- Security Department.
- International Affairs Department.

Course Offerings:

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

- Master advanced negotiation tactics and strategies.
- Apply effective communication techniques for de-escalation.
- Facilitate mediation processes in complex disputes.
- Develop strategic approaches to organizational conflict.
- Understand the legal and ethical dimensions of dispute resolution.
- Implement conflict prevention and early intervention methods.
- Build consensus among diverse stakeholders.
- Manage cross-cultural conflicts with sensitivity.
- Utilize emotional intelligence for better conflict outcomes.
- Design robust dispute resolution systems.
- Navigate power dynamics in negotiation.
- Transform conflict into opportunities for growth.
- Evaluate various alternative dispute resolution (ADR) mechanisms.
- Formulate post-conflict resolution strategies.
- Enhance leadership capabilities in managing team conflicts.

Course Methodology:

The Advanced Conflict Management and Dispute Resolution Strategies Training Course employs a highly interactive and experiential methodology, ensuring deep learning and practical skill acquisition. BIG BEN Training Center believes in a participant-centric approach, fostering an engaging environment where theoretical knowledge is immediately applied to real-world challenges. The training incorporates a rich blend of interactive lectures, dynamic group discussions, and in-depth real-world case studies that challenge participants to analyze complex scenarios and develop strategic solutions for effective dispute resolution. Role-playing exercises are a cornerstone of this course, providing a safe space to practice advanced negotiation tactics, intricate mediation techniques, and crucial de-escalation strategies in simulated environments. Participants will receive constructive feedback from instructors and peers, allowing for immediate refinement of their conflict resolution skills and communication effectiveness. Team-based activities promote collaborative problem-solving and consensus building, mirroring authentic organizational challenges. The methodology also includes self-assessment tools to help participants understand their own conflict styles and identify areas for personal development in conflict management. This comprehensive approach ensures that participants not only grasp the theoretical concepts but also internalize the practical application of effective dispute resolution, making them highly capable and confident conflict managers within any professional setting.

Course Agenda (Course Units):

Unit One: Foundations of Advanced Conflict Resolution

- Understanding the nature and dynamics of complex conflicts.
- Analyzing different conflict styles and their impact.
- Exploring the psychological aspects of conflict and decision-making.
- Identifying root causes of persistent disputes.
- Assessing conflict situations using diagnostic tools.
- Developing a conflict resolution mindset.
- Ethical considerations in managing disputes.

Unit Two: Advanced Negotiation and Communication Strategies

- Mastering principled negotiation techniques.
- Strategic planning for high-stakes negotiations.
- Overcoming negotiation impasses and deadlocks.
- Effective communication for de-escalation and rapport building.
- Active listening and empathetic responses in conflict.
- Managing difficult conversations and emotional outbursts.
- Cross-cultural communication in dispute resolution.

Unit Three: Mediation and Third-Party Intervention Techniques

- Principles and stages of effective mediation.
- Facilitating multi-party and complex mediations.
- Techniques for breaking through resistance and building consensus.
- Understanding the role of a neutral third party.
- Conflict coaching and individual dispute support.
- Arbitration and other alternative dispute resolution (ADR) mechanisms.
- Designing and implementing internal mediation programs.

Unit Four: Strategic Dispute Resolution and Legal Frameworks

- Developing organizational dispute resolution systems.
- Legal implications and compliance in conflict management.
- Understanding contracts and agreements in dispute prevention.
- Risk management strategies for potential conflicts.
- Stakeholder analysis and engagement in large-scale disputes.
- Public relations and reputation management during conflict.
- International dispute resolution mechanisms and protocols.

Unit Five: Organizational Conflict Management and Future Trends

- Addressing workplace bullying and harassment.
- Managing team conflicts and enhancing collaboration.
- Leadership's role in fostering a conflict-resilient culture.
- Post-conflict resolution and reconciliation strategies.
- Leveraging technology in dispute resolution.
- Future trends in conflict management and ADR.
- Personal action planning for continuous improvement in conflict resolution.

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 what ways can an organization proactively transform inherent conflicts from potential liabilities into strategic assets for innovation and growth?

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

This Advanced Conflict Management and Dispute Resolution Strategies Training Course stands out by offering a profound dive into the strategic and psychological dimensions of conflict, transcending basic problem-solving approaches. Unlike conventional courses, it integrates cutting-edge research on human behavior and decision-making under pressure, providing participants with a nuanced understanding of why conflicts escalate and how to de-escalate them effectively. The curriculum emphasizes not just resolution, but also conflict transformation, teaching participants to leverage disagreements as catalysts for innovation and organizational improvement. It provides practical, actionable insights into advanced negotiation tactics, multi-party mediation, and the design of robust internal dispute resolution systems, moving beyond theoretical frameworks to tangible implementation strategies. Furthermore, BIG BEN Training Center's commitment to real-world application is evident through extensive case studies and role-playing scenarios that simulate complex organizational disputes, ensuring participants gain hands-on experience. The course also addresses the critical aspect of ethical considerations and legal implications, equipping professionals with a holistic perspective. This comprehensive and academically rigorous approach ensures participants develop not just skills, but a strategic mindset for navigating and mastering any conflict scenario.