



course : Change Management Strategies and Conflict Resolution

City : Kuala Lumpur
Start Date : 2025-10-20
Period : 1 Week

Hotel : Kuala Lumpur
End Date : 2025-10-24
Price : 3950 \$

HighPoint Training and Management Consultancy
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Course Overview

Your leadership team should consider the human side of change during the transition process and develop a plan to anticipate and address it. Furthermore, you should expect these changes to create a certain amount of workplace conflict and be prepared to manage it, making it a productive rather than disruptive force.

If you want to gain a solid understanding of Change Management and Conflict Resolution and fast track your dream career, then take a step in the right direction with this industry-standard, comprehensive Change Management and Conflict Resolution course designed by expert instructors.

At the heart of this Change Management Strategies and Conflict Resolution Training course, we use trusted tools to measure your personal style when in conflict, and we will coach you through the issues that arise from the results of the tests.

In this extending and insightful course, we use the famous Thomas Kilmann (TKI) Conflict Resolution Instrument. This tool has been utilised by all top organisations to create collaborative teams for excellent performance.

Course Objectives

At the end of the Change Management Strategies and Conflict Resolution Training course:

- Understand the main sources of conflict
- Analyse and understand the nature of conflicts
- Describing appropriate techniques to manage conflict
- Utilise the Thomas Kilmann Model for greater awareness and effectiveness.
- Establish effective communication Skills for increased collaboration and productivity.
- Implement and build workable communication action plans.
- Comprehend the key leading for lasting change.
- Comprehend the need to take responsibility for leading change.
- Comprehend how to be a Leader of Change.
- Increase a greater awareness of yourself and your full leadership potential.
- Manage relationships with others promptly, from level one through to level four competency in all areas.

Target Audience

Change Management Strategies and Conflict Resolution Training course, is ideal for :

- All Managers and Leaders who wish to enhance their competencies in change management
- All Human Resource (HR) Personnel
- Leaders & Supervisors who need to take charge of – and resolve – conflicts or difficult situations that could have a negative impact on performance, effectiveness and relationships
- Junior / Middle Managers new to their role, or with experience but little previous training

Methodology

Interactive Presentations: Engaging delivery of key concepts.

Practical Exercises (Individual & Group): Simulate real-life scenarios.

Case Studies: Analyze real situations and apply resolution strategies.

Group Discussions: Share experiences and ideas.

Visual and Video Scenarios: Demonstrate challenges and practical solutions.

Immediate Feedback: Continuous improvement of skills throughout the course.

Course Outline

Day 1: Understanding Conflict and Conflict Management

- Definition and types of conflict; causes and triggers.
- Personal perspective on conflict and conflict resolution.
- Emotions in conflict situations and their impact on decision-making.
- Factors that escalate conflict.
- What is Conflict Management and why it matters.
- Identifying where and when conflict occurs.

Practical Exercises:

- Exercise: The Communication Bridge.
- How to avoid misunderstandings and react effectively to conflict.

Day 2: Personal and Organizational Change Management

- Importance of change for personal growth and organizational success.
- Personal growth and change strategies.
- Understanding the change curves and making change sustainable.

- Kotter's 8 Steps to effective change management.
- The 5 stages of change and the Burning Platform concept.
- Practical Exercises:
- Exercise: The Ball.
- Exercise: Risk It!

Day 3: Conflict Resolution Tools and Techniques

- Thomas-Kilmann Conflict Resolution Instrument (TKI).
- Types of communication and their role in conflict resolution.
- Four outcomes of communication in conflict situations.
- Building collaboration quickly and effectively.

Practical Exercises:

- Exercise: A Trip to the Theatre!
- Exercise: Win as Much as You Can!
- DVD Session: The Ten Most Difficult Types of Communication.

Day 4: Applying Conflict Resolution Skills

- Examining a personal conflict scenario.
- Applying conflict resolution skills in real situations.
- Identifying preferred conflict-handling styles.
- Conflict-solving options and when to use them.
- Additional strategies to reduce specific conflicts.
- Practical Exercises:
- Individual and group case studies for practical application.

Day 5: Developing Core Skills to Prevent and Manage Conflict

- Effective communication as a key to preventing and managing conflict.
- Active listening techniques.
- Adapting to different personality types in conflict resolution.
- Applying assertiveness skills to resolve conflicts effectively.

Practical Exercises:

- Interactive exercises on effective communication.
- Simulation of conflict scenarios using learned tools and techniques.

Certificates

On successful completion of this training course, HighPoint Certificate will be awarded to the delegates.
Continuing Professional Education credits (CPE): In accordance with the standards of the National Registry of CPE Sponsors, one CPE credit is granted per 50 minutes of attendance.