



Course : Change Management Strategies and Conflict Resolution

City :	Riyadh	Hotel :	Four Seasons Hotel Riyadh at Kingdom Centre
Start Date :	2025-10-26	End Date :	2025-10-30
Duration :	1 Week	Price :	3950 \$

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

The course employs a combination of interactive and experiential learning methods:

Interactive Exercises: Hands-on activities such as role-playing, simulations, and problem-solving exercises.

Case Studies: Real-world examples to apply conflict resolution and change management techniques.

Group Discussions: Collaborative sharing of experiences and best practices.

Assessments: Use of tools like the Thomas-Kilmann Conflict Mode Instrument to identify conflict-handling styles.

Action Planning: Developing personal strategies to apply course concepts in the workplace.

Course Outline

Day 1: Understanding Conflict

- Reasons why conflicts develop
- Personal views on conflict and conflict resolution
- Emotions involved in conflict situations
- Identifying and addressing factors which escalate conflict
- Introduction to conflict management
- Where and when conflicts happen
- Steps to effective conflict management
- Exercise: The Communication Bridge
- How to avoid misunderstandings
- Understanding personal reactions to conflict

Day 2: Change Management Essentials

- Change exercise: The Ball
- Personal growth and change strategies
- Understanding change curves
- Making change stick
- Kotter's 8 steps to effective change
- The 5 stages of change
- The Burning Platform
- Change exercise: Risk it!

Day 3: Conflict Resolution Tools

- Thomas-Kilmann (TKI) Conflict Resolution Instrument
- Exercise: Building collaboration quickly and easily
- Exercise: A Trip to the Theatre!
- Exercise: Win as Much as You Can!
- The 2 types of communication
- DVD: The Ten Most Difficult Types of Communication
- The 4 results of every communication

Day 4: Personal and Organizational Conflict Resolution Skills

- Examining a personal conflict situation
- Applying conflict resolution skills to personal situations
- Identifying preferred conflict-handling styles
- Conflict-solving options and when to use them
- Additional strategies for reducing specific conflict

Day 5: Developing Core Skills to Prevent and Resolve Conflict

- Communicating effectively to prevent and manage conflict
- Active listening techniques
- Adapting to individual personality types
- Applying assertiveness skills to resolve conflict
- Consolidation exercise: Applying all skills learned to real-life scenarios

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.