

# € TRAINING

Change Management Strategies and Conflict  
Resolution



12 - 16 August 2024  
Milan (Italy)



# Change Management Strategies and Conflict Resolution

REF: ST2113 DATE: 12 - 16 August 2024 Venue: Milan (Italy) - Fee: 5940 Euro

## Introduction

Take a step in the right way with this thorough, industry-standard Change Management and Conflict Resolution course created by knowledgeable professors if you want to further your dream career and obtain a strong understanding of these topics.

The core of this Change Management Strategies and Conflict Resolution Training course involves using dependable techniques to assess your individual conflict-resolution style, and we'll coach you through any problems that emerge as a result of the test results.

We make use of the well-known Thomas Kilmann TKI Conflict Resolution Instrument in this in-depth and enlightening workshop. All elite organizations have used this technology to build cooperative teams for top performance.

## Course Objectives

At the end of this course, participants will be able to:

- Recognize the primary sources of conflict.
- Investigate and comprehend the origins of disputes.
- describing effective ways to handle conflict
- Develop efficient communication techniques to boost teamwork and production.
- Create and carry out practical communication action strategies.
- Recognize the essential factors for long-lasting change.
- Recognize the necessity of accepting accountability for driving change.
- Learn the skills necessary to lead change.
- Become more self-aware and realize your full leadership potential.
- Manage interpersonal interactions quickly, demonstrating mastery in all areas from level one through level four.

## Targeted Audience

- 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

## Course Outline

### Unit 1: Viewing Conflict in Context

- Motives for why disagreements arise
- An individual's perspective on conflict and resolution
- emotions present in a scenario of conflict
- recognizing and resolving the causes of conflict escalation

- What does the term "conflict management" mean?
- When and where do conflicts occur?
- How to manage conflicts effectively.
- The Communication Bridge is an exercise.
- How can miscommunication be avoided?
- Our response to a disagreement.

## Unit 2: Change Management

- Exercise for Change: The Ball.
- Personal development and change techniques.
- The curves of change.
- creating lasting change.
- The eight steps of Kotter for lasting change.
- a change's five stages.
- Burning Platform
- Change Exercise: Take a Chance!

## Unit 3: Conflict Resolution

- The 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
- The 4 results of every communication

## Unit 4: Developing the Core Skills Needed to Successfully Prevent and Resolve Conflict

- Communicating effectively as a means of preventing and managing conflict
- Active listening
- Adapting to individual Personality Types as a conflict resolution skill
- Applying assertiveness skills to resolve conflict

## Unit 5: Personal and Organisational Conflict Resolution Skills

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