



MANAGING CONFLICTS AT WORK

15 & 16 JANUARY 2025 | 9 am - 5 pm

MALAYSIA HR FORUM ACADEMY
LEVEL 12, LOT 12A, MENARA PKNS PETALING JAYA,
JALAN YONG SHOOK LIN, 46050 PETALING JAYA

RM 2,600



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Module Overview

Whenever there are people, there will be conflict. Count on it. Expect it. After all, each of us sees the world through a somewhat different pair of glasses. We all have special needs, diverse goals, individual values, and varying perceptions of what's right, fair, and appropriate. And occasionally, those needs, goals, values, and perceptions are going to clash. Sooner or later, you will find yourself involved in a conflict with someone at work. Therefore, learning to disarm and defuse confrontational situations and people is essential.

Learning objectives

The learning objectives of this course are to enable participants to:

- Diagnose the sources, causes, and types of conflict
- Be mindful when handling a difficult conversation
- Approach the conversation from emotional and content perspectives
- Apply the conflict resolution process to different types of conflict situation
- Use appropriate strategies to resolve conflict
- Become more confident in handling common workplace conflict situations



Targeted Participants

This course is open to any employee especially Senior Executives, Managers, HODs/Section Heads and/or Senior Managers who would like to know how to manage and resolve workplace conflicts

Method of Training

The course will be conducted in an interactive learning mode to encourage active learning among the participants and, at the same time, employ the use of,

- presentation
- real-life examples
- scenarios
- case studies / skill practice
- engaging activities
- personal experiences
- group discussion



Learning Outcomes

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

- Diagnose the sources, causes, and types of conflict
- Be mindful when handling a difficult conversation
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Duration

2 Days



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Contents Day 1 | 9 am - 5 pm

Module 1: Introduction

- Reality in Handling Conflict
- The two-step Process
- The Barriers

Module 2: The Behavioral Dimension

- The Behavioral Profile
- Preferences and Triggers
- The Behavioral Strategies

Module 3: The Circle of Conflict

- The Model
- The Five Main Drivers
- Case Study: Circle of Conflict Diagnosis

Module 4: The Strategic Direction

- The Guiding Principle
- Data, Structure, and Interest
- Case Study: Circle of Conflict Strategic Direction



Contents Day 2 | 9 am - 5 pm

Review and Recap of Day 1

Module 5: Triangle of Satisfaction

- The Three Types of Interests
- Approaches and Intervention
- Avoiding Impasse

Module 6: The Application

- The Values/Data Dynamic
- The Structure/Relations Dynamic
- Other Strategies if Dispute is Unresolved

Module 7: Be Mindful in Difficult Situation

- Enter with a Thoughtful Intention
- Maintaining a Safe Environment During Conflicts
- Create Mutual Respect and Purpose

