



# CONFLICT RESOLUTION



**INTENSIVE HALF-DAY COURSE:** Conflicts often occur, between customers and employees or even between team members. This 4-hour intensive course on **Conflict Resolution** will help participants understand the skills and techniques needed to solve conflicts effectively.

Through a combination of theoretical knowledge, practical applications, and interactive exercises, participants will gain valuable insights to apply in both professional and personal contexts, fostering healthier relationships and more productive collaborations.

**Specially customized for:** Entertainment & recreational organizations, family KTVs, production houses, karaoke lounges, entertainment outlets, media companies, sports & recreation clubs.



## Module 1: Introduction to Conflict Resolution

- Welcome and course overview.
- The importance of conflict resolution in personal and professional settings.
- Defining conflict and its impact on individuals and teams.

## Module 2: Understanding Conflict

- Differentiating between constructive and destructive conflicts.
- Identifying common sources and triggers of conflict.
- The psychological and emotional aspects of conflict.

## Module 3: Conflict Resolution Strategies

- Collaborative problem-solving techniques.
- Negotiation skills for conflict resolution.
- The role of active listening and effective communication.

## Module 4: Managing Emotions in Conflict

- Emotional intelligence in conflict resolution.
- Strategies for controlling and expressing emotions.
- Creating a positive and collaborative environment.

## Module 5: Practical Applications and Case Studies

- Applying conflict resolution strategies to real-world scenarios.
- Role-playing exercises for hands-on experience.
- Analyzing successful conflict resolution case studies.

## Module 6: Interactive Activities and Group Discussions

- Simulated conflict scenarios and group exercises.
- Group discussions on personal experiences with conflict.
- Q&A session for clarification and deeper understanding.