

## Conflict Management

### Table of Contents

#### **1. Introduction to Conflict Management**

This module introduces the basics:

- Understanding the Nature and Types of Conflicts
- Recognizing the Importance of Constructive Conflict Resolution
- Exploring the Impact of Unresolved Conflicts on Individuals and Organizations

#### **2. Conflict Resolution Styles**

- Identifying Different Conflict Resolution Approaches
- Assessing Personal Conflict Resolution Style
- Adapting Styles Based on Situational Context

#### **3. Effective Communication in Conflict Management**

- Active Listening and Empathetic Communication
- Assertive Expression of Feelings and Concerns
- Overcoming Barriers to Effective Communication in Conflicts

#### **4. Negotiation and Compromise**

- Strategies for Collaborative Negotiation
- Identifying Common Ground and Win-Win Solutions
- Balancing Interests for Mutually Beneficial Outcomes

#### **5. Managing Emotions**

- Emotional Intelligence in Conflict Situations
- Techniques for Managing and Channelling Anger
- Maintaining Rationality and Respect during Heated Discussions

#### **6. Conflict Resolution Techniques**

- Problem-Solving and Decision-Making in Conflict Resolution
- Mediation and Facilitation: Third-Party Interventions
- Steps for Constructive Conflict Resolution



### **7. Application in Real Life Scenario**

- Case Studies and Role-Playing Exercises
- Applying Conflict Management Techniques in Workplace and Personal Settings
- Addressing Conflict Challenges with Practical Strategies

### **8. Creating a Culture of Constructive Conflict Resolution**

- Promoting Open Communication and Feedback
- Fostering a Positive and Collaborative Environment
- Strategies for Continuous Improvement in Conflict Management Skills