CHANGE AND CONFLICT MANAGEMENT

Introduction

Change and conflict are inevitable in every organization. Leaders must manage transitions, address resistance, and resolve disagreements constructively to maintain productivity and teamwork. This course equips participants with practical skills to manage change initiatives, negotiate solutions, and transform conflict into opportunities for collaboration and improved performance.

Course Objectives

- Understand change management principles
- Recognize sources of workplace conflict
- Manage resistance effectively
- Apply conflict resolution techniques
- Improve negotiation and communication skill
- Build collaborative teams

Course Modules

> Module 1: Understanding Organizational Change

- Types of change
- Drivers of change
- Change lifecycle
- Impact on employees
- Role of leadership

> Module 2: Understanding Workplace Conflict

- Sources of conflict
- Types of conflict
- Functional vs dysfunctional conflict
- Conflict styles

- Conflict assessment

> Module 3: Change Management Models and their application
- Lewin model
- Kotter model
- ADKAR model
- Choosing approach
- Application

> Module 4: Managing Organizational Resistance
- Causes of resistance
- Psychological reactions
- Stakeholder analysis
- Communication strategies
- Building buy-in

> Module 5: Communication During Change
- Messaging
- Feedback
- Active listening
- Difficult conversations
- Communication planning

> Module 6: Emotional Intelligence
- Self-awareness
- Empathy
- Stress management
- Relationship management
- Resilience

> Module 7: Conflict Resolution Techniques
- Conflict management styles
- Mediation
- Dialogue facilitation
- Problem-solving
- Agreement building

> Module 8: Negotiation Skills

- Win-win negotiation
- Interest-based negotiation
- Handling power dynamics
- Bargaining strategies
- Agreement documentation

> Module 9: Leading Teams Through Transition

- Maintaining morale
- Coaching teams
- Psychological safety
- Collaboration
- Team motivation

> Module 10: Action Planning

- Case studies
- Personal plan
- Risk mitigation
- Implementation
- Course review

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