



# Managing Conflict: Power through Influence - Virtual Learning



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**Meirc** <sup>+years</sup> 60  
Training & Consulting

## Why Attend

If not managed properly, interpersonal issues and conflicts within a team can derail the best laid plans. In this virtual training course you will learn how to resolve the most problematic situations using a variety of approaches and proven techniques. You will identify your preferred conflict resolution style and learn how to adapt it to tackle the situation you face. You will also learn about influencing skills and the bases of power, how to apply them and when. In this training course you will be equipped with the ability to deal with conflicts and use them as a platform for positive change.

## Course Methodology

The course uses a mix of interactive techniques, such as brief presentations by the consultant and participants, role plays (rehearsed and impromptu), playback of videotaped performances and individual and group feedback.

## Course Objectives

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

- Define and understand the different sources of conflict
- Identify personal conflict resolution styles
- Apply influencing skills and explore relationships with others
- Manage conflict in teams and engage in effective team problem solving
- Use the different bases of power and change them according to the situation

## Target Audience

Business professionals who want to expand their conflict resolution skills, understand their own emotions and behaviors, and find productive ways to manage conflict with influence, even when authority is lacking.

## Target Competencies

- Proactive listening
- Handling rejections
- Leading others
- Situation analysis
- Problem solving
- Self assessment
- Sensitivity to others
- Understanding motivational needs
- Customer orientation

## Course Outline

- Definitions of conflict
  - Nature and scope of conflict management
  - Misconceptions about conflict
  - Sources of conflict
  - Positive and negative factors of conflict
  - When conflict comes between you and your desired results
- Thomas Kilmann conflict resolution mode instrument
  - Scoring and interpretation
  - Ways of coping with conflict
  - Assumptions and outcome of conflict
  - Managing conflict and using an appropriate style for more effective outcomes
  - Approaches to conflict resolution
  - Giving and receiving feedback
  - Assumptions in disagreement
  - Creating a collaborative work environment for faster and better results



- Influencing others in a problem solving context
  - The use of emotional intelligence in conflict management
  - Working effectively with team members
  - Managing emotions, information and problems
  - Tips for effective day to day conflict management
  - Resolving conflict before it gets out of hand
  - Managing conflict with superiors and subordinates
  - Getting better results through negotiation
  - Establishing or regaining credibility so you can begin to influence people
  - Achieving trust down and across the organization
- Importance of teamwork
  - Managing conflict in teams
  - Dealing with dysfunctional team roles
  - Enhancing communication in a team
  - Effective team problem solving
  - Approaches to conflict and pattern of escalation
- Influence inventory (power bases)
  - Definitions of influence and the bases of power
  - Changing the bases of power
  - Persuading others by using your power bases
  - Identifying ways to build relationships upward, downward and laterally within your organization
  - Understanding the person you are trying to influence and persuading them through give and take
  - Selling your ideas and implementing change successfully
  - Influencing people while projecting self confidence without being pushy
  - Strategies for developing charismatic qualities
  - Leadership training for influence and power



## Location & Date

8 - 10 Nov, 2020 English

23 - 25 Mar, 2021 English

## Fees: US\$

Per participant - 2020

US\$ 1750

Fees + VAT as applicable

UAE Tax Registration Number 100239834300003



For Companies that want to maximize the return on their investment in training: **Register 3 participants** on the same course and date and pay only for 2.



# Meirc Timeline



**2020**

Meirc launches its virtual learning solutions



**2019**

Meirc launches its Professional Qualification training and introduces Hands-on Automation and Process Control Courses



**2018**

Meirc celebrates its 60th anniversary



**2017**

Meirc introduces its blended learning methodology



**2015**

Meirc relocates to its newly acquired HQ office in Bay Square, Business Bay, Dubai



**2014**

Meirc adds PLUS Specialty Training, a new division providing technical and industry-specific courses



**2007**

Meirc opens an office in Jeddah, Saudi Arabia



**2004**

Meirc opens an office in Abu Dhabi, UAE



**1997**

Meirc is the 1st training company in the region to have its own website



**1991**

Meirc becomes headquartered in Dubai, UAE



**1988**

Meirc celebrates its 30th anniversary with its advisory committee (Aramco, Bapco, KOC, QPC)



**1967**

Meirc builds its own office building in Beirut



**1958**

Meirc is founded in Beirut by the late Simon Siksek

## Call us

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## Email us

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