



Best Practices in Conflict Resolution and Adaptability



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Training & Consulting

Why Attend

Conflict is an inevitable part of business. In situations where people have different goals and needs, conflicts arise, clashes take place and often, as a result, intense personal animosity will result.

However, conflict is not necessarily bad. If resolved effectively, a conflict can eliminate many otherwise hidden problems.

If a conflict is not managed well, it might escalate and lead to non-productive results. But if managed effectively, it can lead to quality and beneficial outcomes. That is why learning to manage conflict is an integral and imperative requirement to a productive organizational culture.

In this course you will see that while not all conflicts can be resolved, learning to manage them decreases the odds of non-productive escalation.

Learning to manage conflict involves skills related to conflict resolution, an awareness of conflict modes, conflict communication skills and the establishment of a structure for the management of conflict in your environment.

Moreover, in this course you will also learn to appreciate the importance of adapting to any type of organizational change and to lead and manage such change by managing the factors creating the resistance to change.

Course Methodology

The course uses a mix of interactive techniques such as change readiness assessments, team exercises, case studies, individual exercises, as well as role plays (rehearsed and impromptu), videos and group feedback.

Course Objectives

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

- Define and understand the different sources of conflict
- Discover their own conflict resolution styles
- Apply specific skills in order to improve relationships
- List benefits and disadvantages of conflicts
- Use the different bases of power and manage them to adapt to the situation
- Practice various strategies to win the trust of people in order to motivate them
- Manage resistance to change and recognize the strong emotions associated with it

Target Audience

This course is designed for 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

- Managing conflicts
- Leading others
- Situation analysis
- Problem solving
- Emotional intelligence
- Evaluating cost associated with change
- Conflict resolution
- Self-awareness about conflict modes
- Conflict communication skills
- Self-assessment
- Sensitivity to others
- Understanding motivational needs
- Assessing change intensity

Note



Course Outline

- Definitions of conflict
 - Nature and scope of conflict management
 - Misconceptions about conflict
 - Sources of conflict
 - Positive and negative results 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 conflict resolution context
 - 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
- 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
 - The art of changing hearts, minds and actions
 - Influence and the psychology of persuasion
 - Action plan for developing your conflict resolution skills and influence from anywhere in the organization
- Models and strategies for managing and leading adaptability
 - Leadership and organizational change
 - Management adaptation to change situations
 - Evaluating the need for adaptability
 - Preparing and planning for change
 - Managing resistance and emotions
 - Understanding organizational and corporate cultures
 - Components of a company culture
 - Common mistakes when transforming company culture
 - Managing resistance and emotions



- Deploying your adapted self
 - Staying focused on your purposes
 - Combining your ambitions and purposes
 - Engaging courageously
 - Inspiring people
 - Involving your audience
 - Speaking from the heart
 - Running experiments
 - Developing your personal support network
 - Nurturing a personal holding environment
 - Rejuvenating yourself



Location & Date

9 - 13 Aug, 2020	English	London	To be assigned
29 Nov - 3 Dec, 2020	English	Dubai	To be assigned

Fees: US\$ (including coffee breaks and a buffet lunch daily)

Per participant - 2019	US\$ 4800
Per participant - 2020	US\$ 4900

Fees + VAT as applicable

UAE Tax Registration Number 100239834300003



Courses in Interpersonal Skills and Self Development

Dates	Course Name	Language	Location	Fees
8 - 12 Dec, 2019	Creative Thinking and Innovation Techniques	English	Dubai	US\$ 4900
8 - 12 Dec, 2019	Emotional Intelligence Workshop	Arabic	Dubai	US\$ 4900
15 - 19 Dec, 2019	Managing Multiple Tasks, Priorities and Deadlines	Arabic	Dubai	US\$ 4900
22 - 26 Dec, 2019	Creative Problem Solving and Decision Making	Arabic	Dubai	US\$ 4900
22 - 26 Dec, 2019	High Performance Teams	Arabic	Dubai	US\$ 4900
22 - 26 Dec, 2019	Time Management and Stress Control	Arabic	Dubai	US\$ 4900
29 Dec - 2 Jan, 2020	Five Productivity Traits for Optimal Results	Arabic	Dubai	US\$ 4900
26 - 30 Jan, 2020	Creative Problem Solving and Decision Making	English	Dubai	US\$ 4900
26 - 30 Jan, 2020	Time Management and Stress Control	English	Dubai	US\$ 4900
2 - 6 Feb, 2020	Managing Multiple Tasks, Priorities and Deadlines	Arabic	Dubai	US\$ 4900
16 - 20 Feb, 2020	Five Productivity Traits for Optimal Results	English	Dubai	US\$ 4900
23 - 27 Feb, 2020	Achieving Performance Excellence Using Emotional Intelligence	Arabic	Dubai	US\$ 4900
1 - 5 Mar, 2020	Creative Thinking and Innovation Techniques	English	Dubai	US\$ 4900
8 - 12 Mar, 2020	Certified Master Negotiator	English	Dubai	US\$ 4900
15 - 19 Mar, 2020	Creative Problem Solving and Decision Making	Arabic	Dubai	US\$ 4900
15 - 19 Mar, 2020	Managing Conflict: Power through Influence	Arabic	Dubai	US\$ 4900
15 - 19 Mar, 2020	Time Management and Stress Control	Arabic	Dubai	US\$ 4900
22 - 26 Mar, 2020	Developing an Accountability Mindset	English	Dubai	US\$ 4900
22 - 26 Mar, 2020	Happiness: Sustaining a Motivating Work Culture	English	Dubai	US\$ 4900
22 - 26 Mar, 2020	Managing Multiple Tasks, Priorities and Deadlines	Arabic	Cairo	US\$ 4900
29 Mar - 2 Apr, 2020	High Performance Teams	English	Dubai	US\$ 4900
29 Mar - 2 Apr, 2020	Social Skills in the Workplace	English	Dubai	US\$ 4900
5 - 9 Apr, 2020	The Power of Positive Attitude	Arabic	Dubai	US\$ 4900
12 - 16 Apr, 2020	Creative Thinking and Innovation Techniques	Arabic	Dubai	US\$ 4900
12 - 16 Apr, 2020	Emotional Intelligence Workshop	English	Dubai	US\$ 4900
12 - 16 Apr, 2020	ILM Endorsed Win-Win Negotiation Skills	Arabic	Dubai	US\$ 4900



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12 - 16 Apr, 2020	Managing Multiple Tasks, Priorities and Deadlines	English	Dubai	US\$ 4900
19 - 23 Apr, 2020	Creative Problem Solving and Decision Making	English	Dubai	US\$ 4900
31 May - 4 Jun, 2020	Creative Problem Solving and Decision Making	English	Dubai	US\$ 4900
14 - 18 Jun, 2020	Time Management and Stress Control	English	Dubai	US\$ 4900
28 Jun - 2 Jul, 2020	Emotional Intelligence Workshop	Arabic	Dubai	US\$ 4900
28 Jun - 2 Jul, 2020	Managing Conflict: Power through Influence	English	Dubai	US\$ 4900
5 - 9 Jul, 2020	Communication and Relationship Management Skills	English	Dubai	US\$ 4900
5 - 9 Jul, 2020	Creative Thinking and Innovation Techniques	English	Dubai	US\$ 4900
12 - 16 Jul, 2020	Managing Multiple Tasks, Priorities and Deadlines	English	Dubai	US\$ 4900
19 - 23 Jul, 2020	Creative Problem Solving and Decision Making	Arabic	Dubai	US\$ 4900
16 - 20 Aug, 2020	Developing an Accountability Mindset	English	Dubai	US\$ 4900
30 Aug - 3 Sep, 2020	Five Productivity Traits for Optimal Results	Arabic	Dubai	US\$ 4900
30 Aug - 3 Sep, 2020	Time Management and Stress Control	Arabic	Dubai	US\$ 4900
6 - 10 Sep, 2020	Managing Multiple Tasks, Priorities and Deadlines	Arabic	Dubai	US\$ 4900
13 - 17 Sep, 2020	Creative Thinking and Innovation Techniques	English	Istanbul	US\$ 4900
20 - 24 Sep, 2020	Achieving Performance Excellence Using Emotional Intelligence	English	Dubai	US\$ 4900
27 Sep - 1 Oct, 2020	Creative Problem Solving and Decision Making	Arabic	Dubai	US\$ 4900
27 Sep - 1 Oct, 2020	ILM Endorsed Win-Win Negotiation Skills	English	Dubai	US\$ 4900
4 - 8 Oct, 2020	High Performance Teams	Arabic	Dubai	US\$ 4900
4 - 8 Oct, 2020	The Power of Positive Attitude	English	Dubai	US\$ 4900
4 - 8 Oct, 2020	Time Management and Stress Control	English	Dubai	US\$ 4900
11 - 15 Oct, 2020	Creative Thinking and Innovation Techniques	Arabic	Dubai	US\$ 4900
11 - 15 Oct, 2020	Happiness: Sustaining a Motivating Work Culture	Arabic	Dubai	US\$ 4900
25 - 29 Oct, 2020	Managing Multiple Tasks, Priorities and Deadlines	English	Dubai	US\$ 4900
1 - 5 Nov, 2020	Creative Problem Solving and Decision	English	Dubai	US\$ 4900



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1 - 5 Nov, 2020	Five Productivity Traits for Optimal Results	English	Dubai	US\$ 4900
8 - 12 Nov, 2020	Certified Master Negotiator	English	Dubai	US\$ 4900
8 - 12 Nov, 2020	Managing Conflict: Power through Influence	Arabic	Abu Dhabi	US\$ 4900
15 - 19 Nov, 2020	Emotional Intelligence Workshop	Arabic	Dubai	US\$ 4900
29 Nov - 3 Dec, 2020	Communication and Relationship Management Skills	English	Dubai	US\$ 4900
6 - 10 Dec, 2020	Time Management and Stress Control	Arabic	Dubai	US\$ 4900
13 - 17 Dec, 2020	Creative Thinking and Innovation Techniques	English	Dubai	US\$ 4900
13 - 17 Dec, 2020	Managing Multiple Tasks, Priorities and Deadlines	Arabic	Dubai	US\$ 4900
20 - 24 Dec, 2020	ILM Endorsed Win-Win Negotiation Skills	Arabic	Dubai	US\$ 4900
27 - 31 Dec, 2020	Creative Problem Solving and Decision Making	Arabic	Dubai	US\$ 4900



Meirc Timeline

