

PERSONALITY ENHANCEMENT TRAINING

Conflict Management Skills

Learn to manage conflicts calmly, communicate effectively, and build stronger personal and professional relationships.

2-Phase Program

Certified Trainers

500+ Students Trained

About the Course

Conflict is a natural part of life. Whether at work, college, or home, differences in opinions, misunderstandings, and emotional reactions can lead to disagreements. The real challenge is not avoiding conflict but learning how to handle it effectively.

This course is designed to help you understand the root causes of conflict and develop practical strategies to resolve disagreements in a calm, confident, and professional manner. Instead of reacting emotionally, you'll learn to communicate clearly, think objectively, and work toward solutions that benefit everyone involved.

By the end of this course, you'll be able to resolve conflicts constructively, maintain positive relationships, and turn challenging situations into opportunities for growth.

2

PHASES

4 Hrs

CONTENT

Live

INTERACTIVE

Yes

CERTIFICATE

Who Should Join

This course is ideal for students, job seekers, working professionals, managers, team leaders, entrepreneurs, and anyone who wants to improve conflict resolution and communication skills. No prior experience needed.

What You'll Gain



Handle conflicts calmly and professionally



Improve communication and emotional control



Build stronger workplace and personal relationships

Course Structure

Phase 01 · Understanding Conflict & Basic Handling Techniques

This phase introduces the fundamentals of conflict management. You'll learn why conflicts occur, how they develop, and how your communication style influences difficult situations.

WHAT YOU WILL LEARN

- Introduction to Conflict Management
- Causes and Effects of Conflict
- Understanding Different Types of Conflict
- Techniques for Handling Conflict
- Finding Common Ground
- Stages of Conflict
- Understanding Levels of Conflict
- Traditional Conflict Resolution Approaches
- The Five Stages of Conflict
- Developing Assertiveness
- Preventing Conflict Escalation
- Changing Perspectives During Conflict
- Key Principles of Conflict Management

OUTCOME

- Understand the root causes of conflict and recognize early warning signs
- Communicate more effectively and prevent conflicts from escalating

Phase 02 · Advanced Conflict Management & Emotional Control

This phase focuses on advanced communication strategies, emotional intelligence, and practical conflict resolution skills.

WHAT YOU WILL LEARN

- Persuasion Techniques
- In-depth Perception
- Influencing Others Positively
- Empathy in Conflict Resolution
- Managing Emotions During Conflict

OUTCOME

- Stay calm under pressure and resolve workplace conflicts effectively
- Improve negotiation skills and build stronger professional relationships

What Students Say

"This course completely changed how I deal with workplace disagreements. I now focus on solutions instead of reacting emotionally."

Rohan Gupta

Project Coordinator

"The practical role plays helped me become more confident during difficult conversations. I communicate much better with my team now."

Shreya Kapoor

HR Professional

Frequently Asked Questions

Do I need any prior experience?

No. The course is suitable for beginners as well as professionals who want to strengthen their interpersonal and leadership skills.

Is the course practical or theory-based?

The course focuses on practical learning through role plays, case studies, real-life conflict scenarios, and interactive discussions.

Will this course help me in my career?

Yes. Conflict management is a valuable workplace skill that improves teamwork, leadership, communication, and professional relationships.

Will I receive a certificate?

Yes. Participants receive a Certificate of Completion after successfully completing the course.

Ready to Manage Conflicts with Confidence?

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