



## **STRATEGIC CONFLICT MANAGEMENT AT THE WORKPLACE TRAINING**



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**Course Title:** Strategic Conflict Management at the Workplace Training

**Course Validity:** 2 Days

**Validity:** Not Applicable

**HRD Corp Scheme:** Claimable

## **INTRODUCTION**

This training provides participants with the knowledge and strategies to understand, manage and resolve workplace conflicts in a constructive and professional manner. It explains different types of conflicts, behavioural patterns and communication barriers, and shows how unresolved issues can affect teamwork, productivity and morale. Participants will learn practical conflict management models, negotiation techniques, emotional intelligence skills and communication tools to prevent escalation and create positive outcomes. Through real-case discussions, scenario-based activities and interactive exercises, participants will gain the confidence and capability to handle difficult people, mediate disagreements and build a more collaborative, respectful and productive workplace environment.

## **OBJECTIVE(S):**

- Understand types, causes and impacts of workplace conflict.
- Strengthen communication and emotional intelligence for conflict situations.
- Apply structured conflict management models and frameworks.
- Learn negotiation, mediation and de-escalation techniques.
- Manage difficult behaviours and resolve disagreements constructively.
- Prevent conflict escalation through proactive communication.
- Build stronger relationships, trust and team cohesion.
- Foster a positive and collaborative workplace culture.

**TARGET GROUP(S):**

- All employees
- Supervisors and team leaders
- Managers and executives
- HR and administrative personnel
- Customer service and frontline staff
- Anyone who handles people or internal interactions

**ENTRY REQUIREMENT(S):**

- Able to read, write and communicate verbally in Malay/English

**TOPIC(S):**

1. Introduction to Workplace Conflict and Its Impact
2. Types, Causes and Triggers of Conflict
3. Behavioural Styles and Emotional Intelligence in Conflict
4. Communication Barriers and Conflict Prevention
5. Conflict Resolution Models and Strategic Approaches
6. Negotiation, Mediation and De-escalation Techniques
7. Managing Difficult People and High-Tension Situations
8. Building a Collaborative and Positive Workplace Environment

**LIST OF REFERENCE BOOK(S):**

- Conflict management and negotiation references
- Emotional intelligence and communication guides
- Organisational behaviour and people management materials

**LIST OF TEACHING AID(S):**

- LCD projector
- Computer
- Whiteboard with accessories
- Flip chart with accessories
- Conflict scenario worksheets

**METHODOLOGY(S):**

- Lecture
- Case studies
- Group discussions
- Role-play
- Scenario-based exercises

## TRAINING SCHEDULE

### Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: Workplace Conflict and Its Impact
10:15 am – 10:30 am	<b>Morning Tea Break</b>
10:30 am – 12:30 pm	Topic 2: Types, Causes and Conflict Triggers
12:30 pm – 1:30 pm	<b>Lunch Break</b>
1:30 pm – 3:30 pm	Topic 3: Behavioural Styles and Emotional Intelligence
3:30 pm – 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm – 5:00 pm	Topic 4: Communication Barriers and Prevention Techniques

## TRAINING SCHEDULE

### Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Conflict Resolution Models and Approaches
10:15 am – 10:30 am	<b>Morning Tea Break</b>
10:30 am – 12:30 pm	Topic 6: Negotiation, Mediation and De-escalation
12:30 pm – 1:30 pm	<b>Lunch Break</b>
1:30 pm – 3:30 pm	Topic 7: Managing Difficult People and High-Tension Situations
3:30 pm – 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm – 5:00 pm	Topic 8: Building a Collaborative Workplace Environment