



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 21 June 2026 To 25 June 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

This 5-day professional course on "Conflict Resolution in the Office Environment" is designed to equip participants with the essential skills and strategies needed to effectively manage and resolve workplace conflicts. Through a combination of theoretical frameworks and practical exercises, participants will learn to recognize conflict, understand its dynamics, and implement resolution techniques that enhance collaboration and productivity within their teams.

- Understand the sources and types of conflict in the workplace.
- Develop active listening and effective communication skills.
- Learn conflict resolution strategies and negotiation techniques.
- Apply problem-solving methods to resolve disputes amicably.
- Build a positive workplace culture that minimizes conflict potential.

## Course Outlines

### Day 1: Understanding Conflict in the Workplace

- Introduction to workplace conflict: Causes and types.
- Identifying signs of conflict: Early detection and management.
- The impact of unresolved conflicts on the organization.
- Conflict dynamics and stages of conflict escalation.
- Case studies: Real-world examples of office conflict.

### Day 2: Communication Skills for Conflict Resolution

- Developing active listening skills.
- Effective verbal and non-verbal communication techniques.
- De-escalation strategies through communication.
- Building empathy and understanding different perspectives.
- Workshop: Role-playing exercises in communication.

### Day 3: Conflict Resolution Strategies

- Overview of resolution strategies and models.
- Negotiation techniques for win-win outcomes.
- Understanding and managing emotions in conflict.
- Utilizing mediation and facilitation skills.
- Interactive session: Conflict management simulations.

### Day 4: Problem-Solving and Decision-Making

- Problem-solving frameworks for conflict resolution.
- Analytical tools for decision-making in conflicts.
- Implementing resolutions and following through.
- Collaborative approaches to conflict prevention.
- Case analysis: Successful resolution stories.

### Day 5: Building a Positive Workplace Culture

- Creating an environment that minimizes conflict.
- Setting up systems for ongoing conflict management.
- Developing policies and procedures for conflict resolution.
- Training and developing conflict resolution skills in teams.
- Reflection and action planning for future applications.