



*Training Course:  
Advanced Conflict Resolution and Change  
Management Strategies*

*9 - 13 September 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

# Training Course: Advanced Conflict Resolution and Change Management Strategies

Training Course code: MA234746 From: 9 - 13 September 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5250 € Euro

## Introduction

At the core of this programme, we use trusted instruments to measure your personal style when in conflict and we will coach you through the issues that arise from the results of the tests.

In this stretching and insightful programme, we use the famous Thomas Kilmann TKI Conflict Resolution Instrument. This tool has been used by all top organisations to create collaborative teams for exceptional performance.

## Course Objectives

- Know the 4 areas for conflict
- Use The Thomas Kilmann Model for greater awareness and effectiveness
- Recognise differing behaviours and learn to adapt to them in order to build lasting collaboration
- Build effective communication Skills for increased collaboration and productivity
- Give and receive feedback on performance and perception openly
- Implement and create workable communication action plans
- Know the 10 most difficult types and how to deal with them
- Gain a greater awareness of yourself and your full leadership potential
- Manage relationships with others effectively, from level one through to level four competency in all areas
- Understand the key drivers for lasting change
- Understand the need to take responsibility for leading change
- Understand how to be a Champion of Change

## Course Methodology

Participants will learn by active participation during the program through the use of exercises, syndicate and group discussion, training videos, and discussions on relevant types of accidents and "real life" issues in their organizations.

## Target Audiences

Executives and high-level managers taking on additional strategic leadership responsibilities, who are looking to sharpen their skills in Conflict Resolution and Change Management Strategies. Middle managers contribute to the strategies and execution of an organization.

## Course Outlines

### Day One

#### Conflict Management

- Welcome, Introductions and objective setting

- What do we mean by the term: Conflict Management?
- Where and when does conflict happen?
- Our reaction to conflict
- Exercise: TheCommunicationBridge
- DVD: Window on the World of Difficult People
- How to avoid misunderstanding
- The 4 steps to effective Conflict Management

## Day Two

### The Skills of Conflict Resolution

- The 4 behaviours that get results
- The Assertiveness Framework
- Exercise: I want to borrow your car tonight
- Questioning Skills
- Listening for results
- Beyond Listening

## Day Three

### Conflict Resolution

- The Thomas Kilmann TKI Conflict Resolution Instrument
- The 2 types of communication
- Exercise: Building collaboration quickly and easily
- Exercise: A Trip to the Theatre!
- DVD The Ten Most Difficult Types
- The 4 results of every communication
- Exercise: Win as Much as You Can!

## Day Four

### Change Management

- Change Exercise: The Ball
- Personal growth and change strategies
- The change curve
- The 5 stages of change
- Kotter's 8 steps to effective change
- The Burning Platform
- Making change stick
- Change Exercise: Risk it!

## Day Five

### High-Level Conflict Resolution

- The Emotional Intelligence Questionnaire
- Your EI Strengths
- Exercise: Would I lie to you?
- Dealing with liars

- Facilitating a dispute
- The Saboteur
- The Secret to dealing with people
- Exercise: The Pommelon



## Registration form on the Training Course: Advanced Conflict Resolution and Change Management Strategies

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
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Personal E-Mail: .....  
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### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
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### Easy Ways To Register

Telephone:  
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