



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

*15 - 19 March 2027
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Advanced Conflict Resolution and Change Management Strategies

Training Course code: MA234746 From: 15 - 19 March 2027 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

Introduction

Effective conflict resolution and change management are essential for strong leadership and high-performing teams. The [Advanced Conflict Resolution and Change Management Strategies](#) program equips participants with practical tools to manage conflict, improve communication, and lead change successfully.

Using proven models such as the [Thomas-Kilmann Conflict Mode Instrument](#), the program enhances self-awareness, strengthens collaboration, and supports leaders in driving sustainable organizational change.

Course Objectives

By the end of this program, participants will be able to:

- Understand the sources and dynamics of conflict in organizations
- Apply the Thomas-Kilmann model to manage conflict effectively
- Recognize different behavioral styles and adapt communication approaches
- Develop advanced communication and feedback skills
- Build collaboration and manage relationships across teams
- Identify and manage difficult personalities and challenging situations
- Apply emotional intelligence in conflict and leadership scenarios
- Understand key principles and models of change management
- Lead and support organizational change initiatives
- Develop strategies to sustain change and improve performance

Target Audience

This program is designed for:

- Senior Executives and Leaders
- Middle Managers and Team Leaders
- HR and Organizational Development Professionals
- Project and Change Managers
- Professionals responsible for managing teams and organizational change

Outline

Day 1 - Foundations of Conflict Management

- Understanding conflict: definitions, types, and sources
- When and where conflict occurs in organizations
- Behavioral responses to conflict situations
- The impact of communication on conflict
- Common causes of misunderstanding
- Core principles of effective conflict management

Day 2 - Communication and Conflict Resolution Skills

- Advanced communication techniques for conflict resolution
- Assertiveness and influencing frameworks
- Effective questioning and listening skills
- Building mutual understanding and trust
- Managing difficult conversations
- Strengthening interpersonal communication

Day 3 - Conflict Resolution Models and Behavioral Dynamics

- Introduction to the Thomas-Kilmann Conflict Mode Instrument TKI
- Understanding different conflict-handling styles
- Verbal and non-verbal communication in conflict situations
- Managing diverse personalities and behaviors
- Strategies for collaboration and win-win outcomes
- Handling challenging individuals and situations

Day 4 - Change Management Principles and Strategies

- Understanding organizational change and its drivers
- The change curve and human response to change
- Key change management models including Kotter's 8-Step Model
- Leading change initiatives effectively
- Overcoming resistance to change
- Embedding and sustaining change within organizations

Day 5 - Advanced Conflict Resolution and Leadership

- Emotional Intelligence EI in conflict management
- Self-awareness and leadership effectiveness
- Facilitating conflict resolution and mediation
- Managing complex and high-level conflicts
- Building resilience and adaptability in teams
- Leading change through effective communication and influence

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

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