



WORKPLACE CONFLICT TRANSFORMATION TRAINING



INTRODUCTION:

At Fotefa Mediation Academy, we understand that people are the heart of every organization. To achieve success, scale, and growth, organizations must foster a harmonious workplace where employees are equipped to manage conflicts effectively. Our Workplace Conflict Transformation Training is designed to empower your team with the skills, tools, and emotional intelligence needed to transform conflicts into opportunities for growth and collaboration. Our seasoned trainers are able to empower employees through well prepared, bespoke trainings on Workplace Conflict Management, Workplace Boundaries, Building Interpersonal Relationships, and Emotional Intelligence. We empower our trainees with the requisite skills to resolve internal disputes amicably.

WHY CHOOSE OUR TRAINING?

Conflict is inevitable in any workplace, but how it is managed determines its impact on productivity, morale, and organizational success. Our training program is tailored to:

- **Reduced Costs:**
Increase efficiency and save cost and time by equipping your team with an appreciation of possible outcomes to dispute in terms of managing expectations.
- **Improved Communication:**
By enhancing communication between managers, subordinates and third parties, productivity will increase and profit will increase.
- **Conflict Transformation:**
When the team is properly equipped with the skills of dispute resolution and emotional intelligence, they would develop the necessary skills to manage and control expectations.
- **Increased Emotional Intelligence (EQ):**
Employees are equipped with emotional intelligence skills for team management, team retention, business development and inter-staff relationships.

TRAINING OUTCOMES

By the end of the program, participants will:

- Gain a deeper understanding of workplace conflict dynamics and their root causes.
- Develop practical skills to manage and resolve conflicts effectively.
- Enhance emotional intelligence for better team management and interpersonal relationships.
- Learn to set healthy workplace boundaries and provide constructive feedback.
- Foster a culture of civility, collaboration, and mutual respect within the organization.

TRAINING MODULES

Our comprehensive training program covers the following key learning areas:

Module 1:

Emotional Intelligence

- Understanding emotional intelligence (EQ) and its impact on workplace efficiency.
- Developing self-awareness, self-regulation, and empathy.
- Using EQ to improve team dynamics and conflict resolution

Module 2:

Workplace Conflict Management

- Understanding the causes and common forms of workplace conflict.
- Shifting from a perpetrator/victim mindset to a solution-oriented approach.
- Leadership responsibilities in conflict resolution and fostering civility.

Module 3:

Interpersonal Relationships & Communication

- Building and maintaining healthy interpersonal relationships.
- Mastering verbal and non-verbal communication techniques.
- Tailoring communication to overcome resistance and build trust.

Module 4:

Feedback & Workplace Boundaries

- The importance of feedback in personal and professional growth.
- Effective feedback models and techniques.
- Setting and maintaining healthy workplace boundaries to enhance productivity and respect.

WHO SHOULD ATTEND?

This training is ideal for:

- Managers and team leaders seeking to improve team dynamics.
- HR professionals responsible for conflict resolution and employee relations.
- Employees at all levels who want to enhance their conflict resolution and emotional intelligence skills.
- Organizations aiming to foster a collaborative and harmonious workplace culture.



FULL TRAINING BREAKDOWN:

WORKPLACE CONFLICT MANAGEMENT

- Etymology Of Workplace Conflict & Interpersonal Relationships
- Common Forms Of Workplace Conflict
- Causes Of Workplace Conflict
- Perpetrator/Victim Mindset
- Benefits Of Peaceful Resolution Of Workplace Conflicts
- Qualities You Must Possess To Effectively Resolve Workplace Conflict
- Leadership Responsibility
- Fostering Civility In The Workplace
- Team Bonding, Relationship Management/ Social Skills
- Types Of Interpersonal Relationships
- Verbal And Non-Verbal Communication
- Matching & Mirroring
- Tools For Increasing Your Patience
- How To Tailor Communication To Beat Conscious Resistance
- Definition Of Feedback & Boundaries
- Types Of Boundaries And Its Effect On Workplace
- Benefits Of Setting Boundaries In The Workplace
- Feedback: The Breakfast Of Champions
- Feedback Models
- How Emotional Intelligence Can Improve Efficiency In The Workplace

INVEST IN YOUR TEAM'S SUCCESS

Equip your team with the skills to transform conflicts into opportunities for growth and collaboration. Contact us today to schedule your Workplace Conflict Transformation Training and take the first step toward a more harmonious and productive workplace.

GET IN TOUCH

Transform your workplace today! For more information, bookings, or a personalized proposal, contact us:

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