

Conflict Resolution

At Workplace with DiSC

100% HRD Corp
Claimable



Details

Duration: 2 days

Fees: RM 2,800 (Excluding SST)

Malaysia HR Forum Academy

Course Introduction

Conflict is a natural and inescapable phenomenon in the organisational circle. Possibly due to the different goals, values, and expectations of organisational members, the scarcity of organisational resources; the complexity and increasing interdependence of relationships between individuals, groups, and work units; and also the rapid changes in today's world.

It is not surprising, that management researchers have found that "no skill is more essential for organisational effectiveness than the constructive management and resolution of conflict". Senior and middle-level managers typically spend at least 24 percent of their time dealing with conflict. Traditional views of conflict is something undesirable, to be avoided or hidden, and usually caused by a few troublemakers.

Objectives

At the end of this programme participants will be able to:

- Identify the root causes and systemic triggers of organizational conflict to prevent escalation and mitigate it.
- Apply advanced active listening and real-time self-regulation strategies to de-escalate emotionally charged situations
- Effectively separating objective facts from subjective internal stories.
- Analyze the communication needs, motivators and stress responses of DISC personalities to build empathy.
- Evaluate and shift between the 5 core Thomas-Kilmann conflict styles instead of relying on default behavioral habits or avoidance.
- Utilize a structured, step-by-step communication roadmap to deliver candid, persuasive and compassionate feedback during sensitive high-stakes business scenarios.

Who Should Attend?

• Supervisors

• Managers

• Senior Managers

Contents

Module One: The Psychology of Conflict

- The Cost of Silence : why conflict resolution is important
- Decoding organizational conflicts and triggers
- The Conflict Continuum : identify the critical tipping point
- Mindset and Culture Calibration

Module Two: The High E-Toolkit: Communication Mastery

- Active listening:
 - Four levels of listening
- Emotional Intelligence framework:
 - Regulating self-triggers and de-escalating emotionally charged
- Embedding 3C Mindset:
 - Candid, Compassionate, Collaborative
- Cognitive Reframing by separating 'Objective Facts' and 'Subjective Stories'

Module Three: Behavioral Conflict Resolution Via DiSC

- Seeing others' perspectives from DISC Lens
- DISC practical applications
 - Identifying the needs of each style
 - What each style of their strengths and limitations
 - Motivation of each style
 - How to work with different style

Module Four: The TKI Framework: Tactical Conflict Handling Stress

- Why people avoid dealing with conflict
- TKI Conflict Management Style
 - Avoiding, Accommodating, Compromising, Competing, Collaboration
- Identify your default styles and develop situational flexibility

Module Five: Strategic Preventing & Relationship Architecture

- Develop Proactive Awareness
- The Low-Conflict Workplace Environment
- The High-Stake Communication Model – S.T.A.T.E

