

€ TRAINING

Change Management Strategies and Conflict
Resolution



16 - 20 September 2024
Kuala Lumpur (Malaysia)



Change Management Strategies and Conflict Resolution

REF: ST2113 DATE: 16 - 20 September 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

Introduction:

This training program offers a comprehensive approach to equip participants with the essential skills and strategies needed to adeptly navigate organizational change and resolve conflicts within the workplace. It empowers them to lead successful change initiatives and handle conflicts with confidence.

Program Objectives:

At the end of the program, participants will be able to:

- Comprehend the principles and theories underpinning change management.
- Identify prevalent sources of conflict in the workplace.
- Apply effective conflict resolution strategies.
- Develop and execute change management plans.
- Cultivate a culture of communication and collaboration to support change efforts.
- Enhance leadership capabilities to navigate change and resolve conflicts.

Targeted Audience:

- Managers and Team Leaders.
- Human Resources Professionals.
- Change Management Practitioners.
- Conflict Resolution Specialists.
- Individuals involved in leading teams or implementing organizational change.

Program Outline:

Unit 1:

Fundamentals of Change Management:

- Introduction to Change Management Principles.

- Theories of Change and Organizational Behavior.
- Change Management Models and Frameworks.
- Communication Strategies for Change Initiatives.
- Case Studies on Successful Change Management.

Unit 2:

Understanding Conflict in the Workplace:

- Common Sources and Causes of Conflict.
- Types of Workplace Conflict.
- Impact of Conflict on Individuals and Teams.
- Conflict Resolution Styles and Approaches.
- Real-World Examples of Workplace Conflict.

Unit 3:

Conflict Resolution Techniques:

- Active Listening and Empathy in Conflict Resolution.
- Negotiation and Problem-Solving Skills.
- Mediation and Facilitation Techniques.
- Managing Emotions and De-escalating Tension.

Unit 4:

Change Management Planning and Implementation:

- Assessing Readiness for Change.
- Developing Change Management Strategies and Plans.
- Engaging Stakeholders and Building Support.
- Overcoming Resistance to Change.
- Monitoring and Evaluating Change Initiatives.

Unit 5:

Leading Change and Building Resilience:

- Leadership Skills for Change Agents.
- Building a Culture of Adaptability and Resilience.
- Managing Change Fatigue and Burnout.
- Celebrating Success and Reinforcing Change.
- Sustaining Change Efforts for Long-Term Success.