

CONFLICT MANAGEMENT CERTIFICATION

As per International Standards



UNICHROME

Unichrone Training **Advantages**

- ✓ 1 Day Interactive Instructor –led Online/Classroom or Group Training
- ✓ Course study materials designed by subject matter experts
- ✓ Mock Tests to prepare in a best way
- ✓ Highly qualified, expert & accredited trainers with vast experience
- ✓ Enrich with Industry best practices and case studies and present trends
- ✓ Conflict Management Training Course adhered with International Standards
- ✓ End-to-end support via phone, mail, and chat
- ✓ Convenient Weekday/weekend Conflict Management Training Course schedule



About Unichrone

✓ We are a professional training institute with an extensive portfolio of professional certification courses. Our training programs are meant for those who want to expand their horizons by acquiring professional certifications across the spectrum. We train small- and medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.



Guaranteed Quality



Handpicked Trainers



Global Presence



Online Training Option

We've trained professionals across global companies

PHILIPS AXCESS FINANCIAL PRODUCT MANAGEMENT CLARIANT

AkerSolutions WÜRTH baycoat

DU PONT DASHTI GlobalSign

TriskeleLabs مصرف الراجحي Al Rajhi Bank DHL

ARASCO أراسكو

Importance of Conflict Management Training

- ✓ Conflict Management Certification augments the proficiency of an individual in handling disagreement disputes and differences of opinions that can be potentially harmful to any organization. It provides elements for understanding various dispute-resolving strategies to manage it constructively. This fosters collaboration and communication among professionals, driving steadfast advancement for organizations and individuals. In addition, this certification affirms knowledge of the complete framework of organizational Conflict Management Strategies.
- ✓ Conflict Management Training allows participants to acquire skills to address organizational clashes in a constructive manner. Within this framework of training, case scenarios, and discussions, participants will be introduced to concepts of conflict handling strategies, work on exercises aimed at enhancing skills of active listening, and learn practical and useful tips as to how to manage and solve conflict situations. Each concept of training covers areas such as detection of conflict, interest-based bargaining, and mediation.

ELIGIBILITY CRITERIA

- ✓ Aspirants need not meet any requirements to pursue Conflict Management Training Course. However, having prior knowledge is beneficial.

WHO SHOULD ATTEND

- ✓ Any individual who wants to gain skills to understand conflicts can enroll in the Conflict Management Training course.

CONFLICT MANAGEMENT CERTIFICATION ADVANTAGES



CERTIFIES
YOUR TALENT



HELPS
BUILDING
VALUES



GLOBAL
RECOGNITION



PERFECT
EXECUTION



BUILDS
CUSTOMER
LOYALTY



MORE
EMPLOYABILITY
OPTIONS

Syllabus of Conflict Management Training

Lesson 01 – Introduction to Conflict Management

1.	Conflicts
2.	Conflict Management in the Organization
3.	Importance of Conflict Management

Lesson 02 – Concept of Conflicts

1.	Transition of Conflict Management
2.	Traditional View
3.	Human Relation View
4.	Inter-Actionist View
5.	Forms of Conflict in Organization
6.	On the Basis of Direction
7.	On the Basis of Levels

Syllabus of Conflict Management Training

Lesson 03 – Causes of Conflicts

1.	Personality Clashes
2.	Unrealistic Needs and Expectations
3.	Business Values
4.	Unresolved Workplace Issue
5.	Increase in Workload

Lesson 04 – Techniques

1.	Forcing
2.	Win-Win (Collaboration)
3.	Compromising
4.	Withdrawing
5.	Smoothing

Syllabus of Conflict Management Training

Lesson 05 – Types of Conflict Management

1.	Intrapersonal Conflict
2.	Interpersonal Conflict
3.	Interdepartmental Conflict

Lesson 06 – Conflict Resolution

1.	Stages of Conflict
2.	Role of Third Party in Resolving Conflicts

Syllabus of Conflict Management Training

Lesson 07 – Framework of Organizational Conflict Management

1.	Triangle of Truth
2.	Receiving Feedback
3.	Seek Feedback on an Ongoing Basis
4.	Listen Carefully
5.	Thank the Giver of the Feedback
6.	Reflect
7.	Look Forward

Lesson 08 – How to Prevent Future Conflict?

1.	Ways to Prevent Future Conflicts
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Exam Format of Conflict Management Certification

Examination Format	
Exam Name	Conflict Management Exam
Exam Format	Multiple Choice
Total Questions & Duration	30 Questions, 1 Hour
Passing Score	Minimum passing score of 70%
Exam Cost	Included in training fee

To get you fully prepared with the knowledge and skills for Conflict Management, a training session at Unichrone gives immense importance to mock questions at the end of every module and problem-solving exercises within the session. Prepared by certified faculty, the practice tests are a true simulation of the Conflict Management exam.

Contact Us

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<https://unichrone.com/>

