



London TDM

## HR Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 15 March 2026 To 19 March 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

The "Managing Grievances and Workplace Conflict" course is designed to equip professionals with the skills and tools necessary to effectively address and resolve conflicts within the workplace. By exploring theoretical approaches and practical solutions, participants will learn to create a harmonious and productive work environment. This course is invaluable for managers, HR professionals, and team leaders looking to enhance their conflict resolution strategies.

- Understand the root causes of workplace conflicts
- Develop strategies for early conflict detection and resolution
- Implement effective communication techniques
- Create a supportive environment that promotes resolution
- Enhance leadership skills in managing workplace grievances

## Course Outlines

### Day 1: Introduction to Workplace Conflict

- Defining workplace conflict and grievances
- Types and levels of conflict in the workplace
- Understanding the cost of unresolved conflict
- The role of managers and HR in conflict resolution
- Case studies: Common conflicts in different industries

### Day 2: Identifying the Root Causes of Conflict

- Analyzing structural and interpersonal causes of conflict
- Tools and techniques for identifying conflict sources
- Understanding personal biases and their impact
- Role-playing exercises to uncover underlying issues
- Action planning: Addressing systemic issues

### Day 3: Effective Communication Techniques

- Mastering active listening skills
- Using positive language to de-escalate tension
- Techniques for assertive yet empathetic communication
- The power of non-verbal communication in conflict resolution
- Practical exercises and feedback sessions

### Day 4: Strategies for Resolving Conflict

- Conflict resolution models and approaches
- Negotiation and mediation techniques
- Facilitating open dialogues and discussions
- Building consensus and reaching lasting agreements
- Evaluating outcomes and follow-up strategies

### Day 5: Creating a Collaborative Work Environment

- Encouraging open communication and transparency
- Establishing clear policies and procedures
- Training programs for ongoing conflict management skills
- Building team cohesion and fostering trust
- Long-term strategies for sustainable peace in the workplace