



London TDM

# Soft Skills and Personal Development Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 16 November 2025 To 20 November 2025

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

Conflict Management for Non-Managers is a comprehensive five-day course designed to equip individuals with the skills and knowledge necessary to effectively manage and resolve conflicts in the workplace. This program is targeted towards those who do not hold managerial positions but still face challenges in handling conflicts among peers or within teams. Participants will gain a deeper understanding of conflict dynamics and develop strategies to create a more harmonious and productive work environment.

## Objectives

- Understand the nature and causes of workplace conflict.
- Develop key communication skills to address and resolve conflicts.
- Learn strategies for managing emotions and reducing stress during conflicts.
- Build collaborative problem-solving skills.
- Enhance the ability to foster a positive workplace culture.

## Course Outlines

### Day 1: Understanding Conflict

- Definition and types of conflict in the workplace.
- Common causes and consequences of conflict.
- The role of perception in conflict dynamics.
- Identifying conflict styles and their impacts.
- Introduction to the conflict resolution process.

### Day 2: Effective Communication Skills

- Active listening and its importance in conflict resolution.
- Non-verbal communication cues and their roles in conflicts.
- Constructive dialogue: language and tone.
- Techniques for delivering and receiving feedback.
- Role-play exercises to practice communication skills.

### Day 3: Managing Emotions in Conflict

- Recognizing and understanding emotional triggers.
- Strategies for maintaining emotional control.
- Building empathy in the workplace.
- Stress management techniques during conflicts.
- Mindfulness practices to enhance emotional intelligence.

### Day 4: Problem-Solving and Negotiation

- Problem-solving frameworks and approaches.
- Collaborative negotiation skills.
- Identifying common interests and goals.
- Developing win-win solutions.

- Simulation exercises for practical application.

**Day 5: Fostering a Positive Workplace Culture**

- The impact of workplace culture on conflict.
- Building trust and respect among team members.
- Creating an inclusive and supportive environment.
- Strategies for ongoing conflict prevention and management.
- Action planning for implementing change post-course.