



Conflict Coaching /Conflict Resolution



Leave Your Touch

learn

Analyze

Evolve

OVERVIEW

This workshop empowers participants to act as skilled conflict navigators—either supporting others through coaching or engaging in resolution processes. It builds emotional resilience, communication mastery, and problem-solving agility, making it a critical resource for leadership, HR, education, and civil society settings. Participants will learn core communication skills, emotional intelligence techniques, and step-by-step conflict analysis models. The training introduces frameworks such as the Conflict Coaching Model (CMA), interest-based negotiation, and the Thomas-Kilmann Conflict Mode Instrument (TKI). Through case studies and simulated conversations, attendees will practice reframing narratives, managing emotions, shifting from positions to interests, and facilitating resolution processes tailored to each party's needs.

Audience

Designed for mediators, team leaders, HR professionals, educators, NGO staff, workplace counselors, and anyone seeking to handle conflict constructively—whether in formal roles or informal everyday contexts. Also valuable for aspiring ADR practitioners.

Instructors

Led by accredited mediators, conflict coaches, and interpersonal communication trainers with experience in workplace, community, and cross-cultural dispute resolution. Instructors offer a mix of reflective practice, coaching tools, and facilitation techniques grounded in real-life application.

Register Now



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**Available in English
and Arabic**