Management & leadership · ML93

Controlling Conflicts & Challenging situations

Madrid · 21 - 25 Dec 2026

Date	Venue	Duration
21 - 25 Dec 2026	**Madrid**	**1 Week**
Fee	Ref	Language
£5,000 GBP	**ML93**	**English**

Introduction

One of the most misunderstood, time-consuming, and poorly handled leadership responsibilities is conflict and challenge management.
Most leaders, managers, and supervisors view 'conflict' negatively. However, if it is used and managed well and occurs in high-trust cultures, conflict can be a powerful source of sustainable competitive advantage.
This course, Managing Conflicts, and Difficult Situations were created to assist leaders and managers in controlling and reducing negative conflict, building high-trust organisational cultures, and dealing proactively with difficult situations using highly effective techniques.
The programme incorporates the most recent research in the fields of Emotional Intelligence (EI), neuroscience, psychology, personality research, and cutting-edge communication and persuasion techniques.

This course will focus on:

- Your natural personality preferences for thinking, feeling, speaking, and behaving may trigger conflict – or help to manage it
- The default conflict-management strategies people use – both helpful and unhelpful
- The nature, types, and causes of conflict and difficulty – inter-personal and strategic
- Highly effective strategic and verbal techniques to address conflict and difficulties at both the individual and organisational level
- How to structure your meetings, presentations, and communications to reduce negative conflict and encourage healthy debate

Course Objectives of Controlling Conflicts & Challenging situations

This course is designed to help you to:

- Identify the common types and sources of conflict in your workplace
- Appreciate your own and other’s personality profiles and preferred conflict approaches
- Understand the predictable emotional triggers and responses to conflict
- Differentiate between assertive, passive, and aggressive behaviours

- Deal with difficult people and situations using a large range of powerful techniques

Course Methodology of Controlling Conflicts & Challenging situations

This highly interactive and engaging Horizon Plus Conflict Management training seminar will use a range of approaches to learning, including experiential group activities, individual exercises, mini-case studies, role plays, targeted videos, and relevant discussions. A key part of the learning process is the sharing of different experiences as well as experimenting with the novel – and sometimes challenging – practical techniques. A Personality / Social Styles profile will be used to give you an insight into how you're own, and others, personalities can contribute to creating or resolving conflicts. In addition, a Thomas Kilmann Conflict Mode type profile will reveal your default conflict-management strategy and how you can utilise this self-knowledge to your advantage.

Organisational Impact of Controlling Conflicts & Challenging situations

By attending this course and applying the insights, your organisation will benefit from:

- Having a high-trust culture of openness, integrity, and certainty
- Stronger working relationships, greater collaboration, and discretionary effort
- Enhanced ability of employees to resolve their problems and difficulties so avoiding extended disruptions
- Reduced workplace stress and tension that results in improved morale
- Constructive resolution of conflicts and challenges
- Higher levels of organisational productivity

Personal Impact of Controlling Conflicts & Challenging situations

An AMA survey by Thomas & Schmidt found that managers spend between 18–26% of their time dealing with conflicts; that can amount to 10 hours of your valuable time per week! As a leader, manager, or supervisor, this training seminar will help you to:

- Recognise the warning signs of conflict early on
- Address the issues quickly and effectively
- Increase the overall productivity of your team or department
- Focus on more important strategic and operational matters
- Master a skill set that's essential in more senior roles
- Gain credibility in the eyes of senior management

Target Audience of Controlling Conflicts & Challenging situations

This course is suitable for a wide range of Ambitious Professionals, but will greatly benefit:

- Managers and Team Leaders

- Leaders & Supervisors who need to take charge of – and resolve – conflicts or difficult situations that could hurt performance, effectiveness, and relationships
- Junior / Middle Managers new to their role, or with experience but little previous training

Course Outlines of Controlling Conflicts & Challenging situations

DAY 1

Understanding Conflict and Difficult Situations

- Defining the Nature, Types, and Causes of Conflict
- Conflict vs. Competition: When one overtakes the other
- Benefits and Drawbacks of Conflict in the Workplace
- The Power of Emotional Intelligence in Conflict Situations
- Conflict-management Default Mode
- Utilising the Circles of Concern and Influence
- Key Motivations or Drivers of Individuals and Groups

DAY 2

Advanced Interpersonal Skills for Conflict Management

- The Art of Successful Communication
- Building Rapport and the Circle of Trust Technique
- Personality Preference Assessment: Communicating with Different Personalities
- Mastering Active Listening Skills to Validate others' Needs
- Using Powerful Questions to Gain the Right Information
- Transactional Analysis: The Power of Questions in Counselling
- Perfecting the Art of Non-verbal Language Signals
- Framing and Re-framing Issues to Facilitate Positive Outcomes

DAY 3

Mastering the Art of Persuasion, Influence, and Negotiation

- Psychological Insights into People's Behaviour and Attitude
- Filters and How our Perceptions can Influence our View of Others
- Determining Personal Agendas and Intentions
- Being Assertive: Techniques and Skills
- Negotiation 'Positions' and 'Interests' and Prime Negotiation Gambits
- Persuasion Techniques Incorporating Cialdini's 6 Steps
- Achieving Synergy through the 4 Steps of Persuasion
- The Key Strategy Factors to Master the Art of Influence

DAY 4

Processes and Strategies to Handle Challenging or Difficult Conversations

- Main Types of Difficult / Challenging Conversations in the Workplace
- The Art of Influencing with Integrity and Personal Power
- Utilising Key Personal Strategies: GLASS, But Suppose, Feel, Felt Found
- Structuring 'Crucial Conversations' to Produce Optimal Results
- Using Coaching Techniques in Conflict: Problem and Need

- Recognising and Handling Ineffective Conflict Responses
- Dealing with Strong Emotions such as Anger and Frustration
- Defection Technique Strategies

DAY 5

Managing Organisational Conflict and Culture

- Understanding the Key Elements of Your Organisation’s Culture
- High-trust vs. Low-trust & ‘Toxic’ Organisational Cultures
- Establishing Appropriate Organisational Values and Behaviours
- Utilising Alternative Dispute Resolution (ADR) Strategies
- Conflict Management: Synergistic Advantage for Your Organisation
- Making Your Organisation a Desirable Place to Work
- Summary and Next Steps

Register or ask about this course online

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