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COURSE BROCHURE

# Conflict Resolution Tools and Skills for Line Managers Training Course

28 March – 1 April 2027
Muscat

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**Ref:** 1259_47378 **Date:** 28 March – 1 April 2027 **Location:** Muscat **Fees:** 5500 GBP

Conflict Resolution Tools and Skills for Line Managers is a 1-week training course for line managers, team leaders and HR advisers who handle disputes between staff, and it ends with a conflict response playbook for their own unit. Diverse, hybrid and stretched teams produce friction faster, and unresolved disputes now surface as absence, grievances and resignations. Jupiter Prime Training builds this course around the first conversations a manager holds before a disagreement hardens.

## Why Conflict Resolution Tools and Skills for Line Managers Matters Now

Three groups shape how workplace conflict is handled today. Employees expect fair, prompt attention when relationships break down. HR teams want line managers to resolve more issues informally before formal grievance procedures start. Senior leaders count the cost of lost productivity and attrition when disputes linger. A manager who spots tension early and steers it towards agreement protects morale and output; one who avoids it lets small irritations become entrenched camps. The course draws on the Thomas-Kilmann Conflict Mode Instrument TKI, Friedrich Glasl's nine-stage escalation model and the principled negotiation method set out by Fisher and Ury.

## Who Gains Most from Conflict Resolution Tools and Skills for Line Managers

- Line managers responsible for day-to-day relationships within their team
- Team leaders who handle friction over workload, rotas and recognition
- HR advisers who support managers before cases become formal grievances
- Project leads who settle disputes between members from different units
- Service supervisors who deal with tension between staff and demanding customers

A management team and its HR business partner gain most when they attend together and agree one shared approach to informal resolution.

## Conflict Resolution Tools and Skills for Line Managers Capabilities

Participants move from reading early signs of a dispute to guiding an agreement.

- Assess the source and stage of a conflict with an escalation model — decisions on when to intervene
- Apply the five TKI conflict modes deliberately — staff with different personal styles
- Facilitate a difficult conversation using a structured opening and ground rules — the parties in dispute
- Run an informal mediation through clear stages — HR and the employees involved
- Separate positions from interests in negotiation — agreements both sides can keep
- Build a follow-up plan that rebuilds trust — the wider team affected by the dispute

## Key Conflict Resolution Tools and Skills for Line Managers Terms

- Conflict mode — one of five habitual responses to conflict: competing, collaborating, compromising, avoiding or accommodating.
- Escalation stage — a point on Glasl's model showing how far a dispute has moved from discussion towards hostility.
- Interests — the underlying needs and concerns that sit behind the positions people state in a dispute.
- Informal mediation — a voluntary, confidential meeting in which a neutral manager helps colleagues reach their own agreement.
- BATNA — the best alternative to a negotiated agreement, showing what each party does if talks fail.
- Reframing — restating a hostile comment in neutral words that keep its meaning but lower its heat.

## Conflict Resolution Tools and Skills for Line Managers Day by Day

### Day 1: Sources and Signals of Workplace Conflict

- Conflict Source Map — Tasks, Resources, Values, Roles and Personalities
- Glasl Escalation Model — Judging How Far a Dispute Has Moved
- Early Warning Signs — Absence, Silence, Complaints and Cliques
- Cost of Conflict Estimate — Time, Turnover and Customer Impact
- Manager's Role Boundaries — When to Handle, Refer or Escalate

### Day 2: Styles and Self-Management

- Thomas-Kilmann Conflict Modes — Choosing a Response to the Situation
- Personal Trigger Awareness — Staying Calm Under Provocation
- Active Listening and Reframing — Lowering Emotional Temperature
- Assertive Language Patterns — Stating Concerns Without Blame
- Cultural Differences in Conflict — Direct and Indirect Expression

### Day 3: Facilitating Difficult Conversations

- Conversation Planning Sheet — Purpose, Facts, Impact and Request
- Opening Statements and Ground Rules — Creating Safety for Both Parties
- Questioning Techniques — Drawing Out Facts, Feelings and Needs
- Handling Strong Emotion — Tears, Anger and Withdrawal
- Agreement Recording — Clear, Specific and Shared Next Steps

### Day 4: Mediation and Interest-Based Negotiation

- Informal Mediation Stages — Separate Meetings, Joint Session, Agreement
- Principled Negotiation Method — Interests, Options and Objective Criteria
- BATNA Assessment — Testing Realistic Alternatives for Each Party
- Option Generation Techniques — Expanding Choices Before Deciding
- Rebuilding Working Relationships — Follow-Up Meetings and Trust Repair

## Day 5: Practising the Conflict Response Playbook

- Escalation Diagnosis Exercise — Applying Glasl Stages to Live Cases
- Difficult Conversation Role-Play — Using Planning Sheet and Reframing
- Mediation Simulation — Leading Two Colleagues Through Agreement
- Team Prevention Measures — Norms, Check-Ins and Fair Allocation
- Conflict Response Playbook — Completing Steps, Scripts and Referral Points

## Applying Conflict Resolution Tools and Skills for Line Managers After the Course

- Use the escalation model to review current team tensions and hold one planned conversation with the parties concerned.
- Agree with the HR adviser which disputes the manager mediates informally and which move to formal routes.

## Conflict Resolution Tools and Skills for Line Managers Questions FAQ

### What are conflict resolution tools and skills for line managers, and why do they matter now?

They are the methods a manager uses to diagnose, discuss and settle disputes between staff. They matter now because unresolved conflict drives absence, grievances and resignations in stretched teams.

### Which roles gain most from conflict resolution tools and skills for line managers?

Line managers, team leaders, project leads and HR advisers gain most. You benefit if you are the first person staff turn to when relationships break down.

### How does conflict resolution tools and skills for line managers training differ from professional mediation courses?

It prepares managers to resolve disputes informally within their own teams. Professional mediation courses train neutral third parties for formal, often external, cases with stricter procedures.

### What do you bring back from conflict resolution tools and skills for line managers training?

You bring back a playbook of steps and scripts for your unit, a conversation planning sheet and practised mediation stages.

## Conflict Resolution Tools and Skills for Line Managers: The Way Forward

The conflict response playbook guides the next dispute a manager faces, starting with the decision to handle, refer or escalate. Line managers use it daily, and HR advisers rely on it to keep informal and formal routes consistent. After its first use, revisit the referral points, because real cases show where the boundaries were drawn too tightly.