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COURSE BROCHURE

Managing Conflict, Decision Making and Empowerment Training Course

21 – 25 March 2027
Online

Managing Conflict, Decision Making and Empowerment Training Course

Ref: 1699_62319 **Date:** 21 – 25 March 2027 **Location:** Online **Fees:** 1900 GBP

Managing Conflict, Decision Making and Empowerment is a 1-week training course for managers and team leaders who must settle disagreements, choose how decisions are made and hand real authority to their people, and who leave with a Team Decision and Empowerment Charter. Flatter organisations push more choices down the line, so unclear decision rights now fuel conflict and stall ownership. Jupiter Prime Training offers this course on managing conflict, decision making and empowerment.

Why Managing Conflict, Decision Making and Empowerment Matter Now

Three pressures meet in today's teams: cross-functional work that multiplies competing priorities, employees who expect a voice in choices that affect them, and senior leaders who want faster local decisions without losing control. Teams that handle conflict openly and share decisions deliberately move quickly with commitment; teams that avoid conflict or centralise every call stall and disengage. The course draws on the five conflict-handling modes, the interest-based relational IBR approach, the Vroom-Yetton decision model and the Tannenbaum-Schmidt continuum of leader and team authority.

Who Gains Most from Managing Conflict, Decision Making and Empowerment

- Team leaders mediating disputes over workload, priorities or resources
- Managers deciding which choices stay with them and which move to staff
- Section heads coordinating with other departments that compete for the same people
- Project leads balancing strong views from specialists and sponsors
- Supervisors building ownership in teams used to waiting for instructions

Managers and their deputies gain most when they attend together, since they can agree one decision-rights map for their area.

Managing Conflict, Decision Making and Empowerment Capabilities

The capabilities connect three skills that usually go wrong together: resolving disagreement, structuring choices and letting go of authority.

- Assess personal conflict-handling preferences and their effect on the team — choice of approach
- Apply the interest-based relational approach to a live dispute — the parties and their manager
- Weigh when to decide alone, consult or delegate using the Vroom-Yetton model — speed and buy-in
- Design a decision-rights map for recurring team choices — staff and senior leaders
- Build delegation agreements with clear limits and checkpoints — accountable team members

- Communicate decisions and their rationale to people who disagreed — trust and commitment

Key Managing Conflict, Decision Making and Empowerment Terms

- Conflict-handling modes — five typical responses to disagreement: competing, collaborating, compromising, avoiding and accommodating.
- Interest-based approach — resolving conflict by separating people from problems and exploring underlying interests rather than fixed positions.
- Decision rights — the agreed answer to who proposes, who decides and who must be consulted for a given choice.
- Delegation level — the degree of authority handed over, from informing the manager to deciding and acting alone.
- Empowerment — giving people authority, information and support to make and own decisions within agreed limits.
- Disagree and commit — voicing objections fully before a decision, then supporting it once made.

Managing Conflict, Decision Making and Empowerment Day by Day

Day 1: Sources of Conflict in Teams

- Conflict Source Mapping — Task, Process, Relationship and Value Disputes
- Five Conflict-Handling Modes Self-Assessment — Personal Default Responses
- Escalation Ladder — Recognising When Disagreement Turns Personal
- Hidden Conflict Signals — Silence, Workarounds and Passive Resistance
- Cost of Unresolved Conflict — Delays, Rework and Turnover

Day 2: Resolving Disagreement

- Interest-Based Relational Approach — Positions Versus Underlying Interests
- Structured Mediation Between Two Colleagues — Five-Step Conversation
- Active Listening and Reframing — Lowering Emotional Temperature
- Option Generation for Mutual Gain — Beyond Win-Lose Outcomes
- Agreement Records — Capturing What Each Party Will Do

Day 3: Structuring Decisions

- Vroom-Yetton Decision Model — Choosing Autocratic, Consultative or Group Modes
- Decision Criteria and Weighting — Making Trade-Offs Visible
- Group Decision Techniques — Nominal Group and Dot Voting
- Groupthink Warning Signs — Protecting Dissent in Meetings
- Disagree and Commit Protocol — Moving From Debate to Action

Day 4: Empowering People to Decide

- Tannenbaum-Schmidt Continuum — Matching Authority to Situation and Readiness
- Decision-Rights Mapping — Who Proposes, Decides and Is Consulted
- Delegation Agreements — Scope, Limits, Resources and Checkpoints
- Ownership Behaviours — Encouraging Initiative and Tolerating Small Errors
- Communicating Decisions to Dissenters — Rationale and Next Steps

Day 5: Practising the Team Decision and Empowerment Charter

- Mediation Simulation — Applying the Interest-Based Approach to a Live Case
- Decision Mode Exercise — Using Vroom-Yetton on Three Team Choices
- Delegation Agreement Rehearsal — Peer Review of Limits and Checkpoints
- Decision-Rights Map Review — Testing Clarity With a Cross-Team Scenario
- Team Decision and Empowerment Charter — Final Version for the Home Team

Applying Managing Conflict, Decision Making and Empowerment After the Course

- Draft a decision-rights map for the team's ten most frequent choices and agree it at the next team meeting.
- Use the interest-based approach to resolve one open dispute and record the agreement.

Managing Conflict, Decision Making and Empowerment Questions FAQ

What are managing conflict, decision making and empowerment, and why do they matter now?

They are the linked skills of resolving disagreement, structuring choices and sharing authority in a team. They matter now because more decisions sit with front-line teams, and unclear rights quickly turn into conflict and stalled work.

Which roles gain most from managing conflict, decision making and empowerment?

Team leaders, managers and project leads gain most. You benefit if you handle competing priorities in a hospital department, a retail region or an engineering project team and want people to own decisions.

How do managing conflict, decision making and empowerment differ from a dedicated conflict resolution course?

They treat conflict as one part of a wider system. The course connects mediation with decision models and delegation, so disputes are resolved and their causes in unclear authority are removed.

What do you bring back from managing conflict, decision making and empowerment?

You bring back a team charter. It holds a decision-rights map, delegation agreements, a mediation routine and a disagree-and-commit protocol, tested in simulations with peers.

Managing Conflict, Decision Making and Empowerment: The Way Forward

The Team Decision and Empowerment Charter sets out how the team disagrees, decides and shares authority. It first informs which recurring choices move from the manager to team members. The manager owns it and agrees it with the team and the next level up. After a month, revisit where disputes still arise and which rights remain unclear.