



Syllabus of Module

8. Conflict Management Strategies

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Module Annotation

The module focuses on the strategic management of conflict situations within organizations, corporate teams, and leadership. Conflict is viewed not only as a risk and a source of tension, but also as a natural consequence of change, growth, differing values, personality types, and performance pressure. Participants will approach conflict as a managerial discipline that significantly influences organizational culture, team trust, and the quality of decision-making.

The module integrates concepts from organizational psychology, leadership, negotiation, mediation, and crisis communication. Emphasis is placed on current approaches to conflict management, particularly psychological safety, emotional regulation, the prevention of conflict escalation, the facilitation of difficult conversations, and strategic communication under pressure. The module also focuses on recognizing the difference between effective and ineffective negotiators, enabling participants to distinguish between negotiation driven by emotions, ego, and power, and negotiation based on preparation, respect, active listening, and an understanding of the interests of all parties involved.

The module is based on practical experience from both the corporate and non-profit sectors and reflects the realities faced by managers, entrepreneurs, and team leaders. It includes case studies, analyses of real conflict situations, and reflection on participants' own conflict management styles.

Module Objective

Upon completion of the module, participants will be able to:

- identify the causes and dynamics of conflicts within organizations and teams,
- conduct difficult conversations and respond effectively to escalated situations,
- apply the principles of strategic negotiation, mediation, and crisis communication,
- distinguish between effective and ineffective approaches to conflict resolution and negotiation,
- apply conflict management as a tool for organizational stability, change, and development.

Literature

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