

Change Management Strategies and Conflict Resolution

Vienna (Austria)

16 - 20 August 2027

UK Training

PARTNER



Change Management Strategies and Conflict Resolution

Code: LM32 From: 16 - 20 August 2027 City: Vienna (Austria) Fees: 5200 Pound

Introduction

In today's dynamic business landscape, organizations face constant change and conflict. While these challenges are often seen as disruptive, when addressed with the right change management strategies and conflict resolution techniques, they can drive innovation, collaboration, and sustainable growth.

This course equips participants with practical tools to plan and lead organizational change while addressing resistance to change and managing conflicts constructively. Through interactive discussions, hands-on exercises, and case studies, participants will strengthen their leadership, communication, and problem-solving skills, enabling them to guide their teams through transitions with confidence, trust, and adaptability.

Course Objectives

By the end of this course, participants will be able to:

- Understand core change management principles and models such as Kotter's 8 Steps, ADKAR, and Lewin's Model.
- Recognize and address resistance to change effectively.
- Apply strategies for planning and communicating change.
- Use structured conflict resolution techniques to resolve disputes constructively.
- Enhance leadership, communication, and problem-solving abilities.
- Build resilience and adaptability within themselves and their organizations.

Course Outlines

Day 1: Foundations of Change and Conflict

- Understanding organizational change in context.
- Drivers and barriers of change.
- Personal perspectives on conflict and conflict resolution.
- Role of emotions in conflict.
- Key change management models: Kotter's 8 Steps, ADKAR, Lewin's Model.

Day 2: Planning and Implementing Change

- Assessing organizational readiness for change.
- Developing a clear vision and strategy.
- Stakeholder mapping and engagement.
- Effective communication strategies to support change.
- Activity: "The Ball" - exploring change dynamics.

Day 3: Overcoming Resistance & Communication in Conflict

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a gold pawn behind it. The board is checkered and has a subtle grid pattern.

UK Training
PARTNER

- Common causes of resistance to change.
- Building trust and transparency in transitions.
- Miscommunication as a trigger for conflict.
- Applying the Thomas-Kilmann TKI conflict management model.
- Role-play exercises to practice conflict responses.

Day 4: Practical Conflict Resolution Skills

- Understanding types of workplace conflict.
- Conflict-solving approaches and when to apply them.
- Mediation and structured resolution techniques.
- Case discussion: difficult personality types in conflict.
- The four possible outcomes of communication.

Day 5: Integrating Change Management and Conflict Resolution

- Linking conflict resolution with effective change management.
- Managing real-life scenarios of conflict during change initiatives.
- Building a culture of resilience, adaptability, and collaboration.
- Action planning: applying strategies in the workplace.

Why Attend this Course: Wins & Losses!

- Gain a combined mastery of change management and conflict resolution.
- Reduce resistance to change and improve employee engagement.
- Apply proven tools like Kotter's 8 Steps, ADKAR, Lewin's Model, and TKI.
- Enhance leadership, communication, and negotiation capabilities.
- Resolve workplace conflicts constructively to maintain harmony and productivity.
- Build stronger, more adaptable teams during organizational transitions.
- Develop personal resilience and help foster organizational adaptability.
- Leave with a tailored action plan ready to implement in your workplace.

Conclusion

The Change Management and Conflict Resolution course provides a comprehensive framework for professionals navigating organizational transformation. By integrating structured change management models and proven conflict resolution techniques, participants will be empowered to lead change, reduce resistance, and resolve disputes constructively.

This program builds essential leadership, communication, and adaptability skills, ensuring participants can foster collaboration, maintain productivity, and create resilient organizations capable of thriving in times of transition.

Blackbird Training Clients

 MANNAI CORPORATION MANNAI Trading Company WLL, Qatar	 GAC UNE FILIALE D' EGA Alumina Corporation Guinea	 Booking.com Booking.com Netherlands	 OXFAM Oxfam GB International Organization, Yemen	 Capital Markets Authority Kuwait
 Waltersmith Waltersmith Petroman Oil Limited Nigeria	 QNB Qatar National Bank (QNB), Qatar	 Qatar Foundation Qatar	 AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania	 KFAS KFS Kuwait
 Reserve Bank of Malawi Malawi	 Central Bank of Nigeria Nigeria	 Ministry of Interior Kingdom of Saudi Arabia Ministry of Interior, KSA	 Mabruk Oil Company Libya	 Saudi Electricity Company KSA
 BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia	 NATO Italy	 ENI ENI CORPORATE UNIVERSITY, Italy	 GULF BANK Gulf Bank Kuwait	 General Organization for Social Insurance KSA
 Defence Space Administration Nigeria	 الصناعات الوطنية (القابضة) National Industries Group (Holding), Kuwait	 Hamad Medical Corporation Qatar	 USAID Pakistan	 STC STC Solutions, KSA
 North Oil Company North Oil company,	 EKO EKO Electricity	 OMAN BROADBAND Oman Broadband	 UNITED NATIONS UN,	 هيئة تنظيم الكهرباء - عمان Authority for

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Sustainability, ESG & Corporate Responsibility
Advanced Courses
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training