

## Change Management Strategies and Conflict Resolution

*Milan (Italy)*

*22 - 26 June 2026*

UK Traininig

# PARTNER



## Change Management Strategies and Conflict Resolution

Code: LM28 From: 22 - 26 June 2026 City: Milan (Italy) Fees: 4400 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 (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

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.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The text 'UK Training PARTNER' is overlaid on the board.

UK Training  
**PARTNER**



## Blackbird Training Cities

### Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)





## Blackbird Training Cities

### USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

### ASIA



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)  
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training  
**PARTNER**

## Blackbird Training Cities

### AFRICA



Kigali (Rwanda)



Cape Town ( South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients

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

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)  
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



 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training  
**PARTNER**

