



London TDM

HR Training Courses

Course Venue: Malaysia - Kuala Lumpur

Course Date: From 18 January 2026 To 22 January 2026

Course Place: Royale Chulan Hotel

Course Fees: 6,000 USD

Introduction

The "Managing Grievances and Workplace Conflict" course is designed to equip professionals with the skills and tools necessary to effectively address and resolve conflicts within the workplace. By exploring theoretical approaches and practical solutions, participants will learn to create a harmonious and productive work environment. This course is invaluable for managers, HR professionals, and team leaders looking to enhance their conflict resolution strategies.

- Understand the root causes of workplace conflicts
- Develop strategies for early conflict detection and resolution
- Implement effective communication techniques
- Create a supportive environment that promotes resolution
- Enhance leadership skills in managing workplace grievances

Course Outlines

Day 1: Introduction to Workplace Conflict

- Defining workplace conflict and grievances
- Types and levels of conflict in the workplace
- Understanding the cost of unresolved conflict
- The role of managers and HR in conflict resolution
- Case studies: Common conflicts in different industries

Day 2: Identifying the Root Causes of Conflict

- Analyzing structural and interpersonal causes of conflict
- Tools and techniques for identifying conflict sources
- Understanding personal biases and their impact
- Role-playing exercises to uncover underlying issues
- Action planning: Addressing systemic issues

Day 3: Effective Communication Techniques

- Mastering active listening skills
- Using positive language to de-escalate tension
- Techniques for assertive yet empathetic communication
- The power of non-verbal communication in conflict resolution
- Practical exercises and feedback sessions

Day 4: Strategies for Resolving Conflict

- Conflict resolution models and approaches
- Negotiation and mediation techniques
- Facilitating open dialogues and discussions
- Building consensus and reaching lasting agreements
- Evaluating outcomes and follow-up strategies

Day 5: Creating a Collaborative Work Environment

- Encouraging open communication and transparency
- Establishing clear policies and procedures
- Training programs for ongoing conflict management skills
- Building team cohesion and fostering trust
- Long-term strategies for sustainable peace in the workplace