

EQ SKILLS FOR CONFLICT RESOLUTION: From Confrontation to Collaboration



TBA | 9 am - 5 pm

RM 2,600

**Malaysia HR Forum Academy,
Menara PKNS Petaling Jaya**



100% HRDC Claimable

Module Overview

This 2-day “Conflict Management and Team Collaboration” training program leverages Emotional Intelligence (EQ) to help participants effectively manage workplace conflicts and foster stronger team dynamics. Through a blend of proven models like the Thomas-Kilmann Conflict Mode, the Interest-Based Relational Approach, and the DISC personality framework, participants will gain practical tools to identify conflict triggers, understand differing perspectives, and resolve issues constructively. Emphasizing emotional awareness, active listening, empathy, and assertive communication, the course equips individuals with the skills to lead teams through conflict, promote psychological safety, and drive collaborative outcomes in diverse work environments.

Learning objectives

- Identify and analyze the root causes of conflict in the workplace, including emotional triggers, power dynamics, and cultural differences.
- Apply key conflict resolution models such as the Thomas-Kilmann Conflict Mode, IBR Approach, GROW Model, and Conflict Transformation.
- Understand personality dynamics using the DISC model and adapt conflict management strategies accordingly.
- Develop effective communication skills including empathy, active listening, and assertiveness to manage difficult conversations.
- Lead teams through conflict by fostering psychological safety and promoting collaboration.

Targeted Participants

Team leaders, supervisors, managers, and professionals at all levels seeking to improve conflict resolution and team collaboration capabilities.

Method of Training

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| • Interactive lectures | • Active listening exercises |
| • Group discussions | • Reflective exercises |
| • Role-playing | • Team collaboration activities |
| • Case studies | • Facilitated debriefs |
| • Personality assessments (DISC) | |



Learning Outcome

By the end of the training, participant able to:

- Demonstrate the ability to recognize and address various types of conflict by identifying their underlying causes and emotional triggers.
- Effectively utilize conflict resolution models and tools, including the Thomas-Kilmann and IBR approaches.
- Adapt communication and conflict management strategies based on DISC personality profiles.
- Exhibit improved emotional intelligence skills such as self-awareness, emotional regulation, and empathy.
- Design and implement personalized conflict and collaboration plans that promote psychological safety and team cohesion.

Contents

Day 1: Conflict Management through Emotional Intelligence

Module 1: Introduction to Emotional Intelligence and Conflict

- What is Emotional Intelligence? (Self-awareness, self-regulation)
- How Emotions Influence Conflict Resolution
- The Importance of Emotional Regulation in Conflict Situations

Module 2: Why Conflict Happens?

- Understanding the Root Causes of Conflict (Task, Process, Relationship Conflicts)
- Cognitive Biases and Perceptions in Conflict
- Emotional Triggers and Conflict Escalation

Module 3: Conflict Management Models and Theories

- Thomas-Kilmann Conflict Mode Instrument (Competing, Avoiding, Accommodating, Compromising, Collaborating)
- Interest-Based Relational (IBR) Approach to Conflict Resolution
- GROW Model (Goal, Reality, Options, Will) in Conflict Resolution
- Conflict Transformation Model (Managing Conflict for Positive Change)



Contents

Day 2: Communication and Action-Oriented Conflict Management

Module 4: Understanding Personalities with DISC for Conflict Management

- Introduction to the DISC Model (Dominance, Influence, Steadiness, Conscientiousness)
- How Personality Styles Influence Reactions to Conflict
- Managing Conflict with Different DISC Personalities

Module 5: Effective Communication to Resolve Conflict

- The Role of Empathy and Active Listening in Conflict Resolution
- Assertive vs. Aggressive Communication in Difficult Situations
- Managing Non-verbal Cues, Tone, and Body Language in High-Pressure Conversations

Module 6: Leading Teams for Collaboration and Conflict Resolution

- Building Psychological Safety to Encourage Positive Conflict
- Facilitating Team Collaboration and Conflict Resolution as a Leader
- Managing Team Dynamics and Enhancing Group Problem-Solving

Module 7: Action Module - Applying Conflict Management Skills

- Creating a Personalized Conflict Management Plan for Real-world Scenarios
- Developing a Team Collaboration Plan Using DISC Insights
- Reflection and Action Plan for Continued Growth and Conflict Management





Trainer Profile : **Rashmi Raghav**

Rashmi Raghav is a certified Soft Skills Master Trainer, Emotional Intelligence Coach, Award Winning Youth Empowerment Coach, Motivational Speaker, HRDC Accredited Trainer, and Distinguished Toastmaster (DTM).

As an Emotional intelligence coach, she has conducted EQ training, Coaching sessions, and webinars to help individuals and teams improve their emotional intelligence skills. These sessions include assessments, exercises, and activities designed to develop self-awareness, empathy, communication, and relationship-building skills.

Rashmi has worked with clients from a wide range of industries and backgrounds to help them enhance their leadership, communication, and interpersonal skills. She loves to train and talk about EQ, Empathy, Resilience, Empowerment, Leadership, Public Speaking, Communication skills, Presentation skills, Parenting, and the Power of Human connection.

Rashmi's expertise in emotional intelligence, combined with her warm and engaging coaching style, has earned her rave reviews from clients. Whether you're looking to improve your leadership skills, enhance your personal relationships, or overcome emotional challenges, Rashmi has the knowledge, experience, and passion to help you achieve your goals.

In addition to her years of experience and passion for EQ coaching, Rashmi has trained, coached, and empowered more than 2500 people across various industries and backgrounds.

She is passionate to work with people who want to empower themselves to live their lives with conviction, clarity, and confidence and to create positive learning environments as she strongly believes in the power of Human Connections and its abilities to Unlock Hidden Potential.

