

PREPARED FOR

Manas – Center for Mental Wellness & Counselling

Workplace Communication and Conflict Resolution

Building Psychologically Safe Conversations at Work

Presented by Dr. Priya Dubey Sharma

Manas – Center for Mental Wellness & Counselling

UDYAM-MP-10-0120839



मनस् – Center for Mental Wellness & Counselling

Programme Overview

Many workplace challenges and interpersonal difficulties arise from ineffective communication. This programme equips participants with essential skills to navigate conversations, resolve disagreements constructively, and foster a more collaborative and productive environment for everyone.

Learning Objectives

- ✓ Understand various communication styles and how they influence interactions, enabling participants to adapt their approach for better understanding and connection.
- ✓ Master a structured framework for approaching difficult conversations, ensuring clarity, respect, and positive outcomes in challenging discussions.
- ✓ Learn practical techniques for interest-based negotiation, allowing participants to move beyond positions to find mutually beneficial solutions in conflicts.
- ✓ Develop active listening skills tailored for high-pressure situations, helping participants to remain calm, comprehend others accurately, and respond effectively.
- ✓ Cultivate a safe and productive feedback culture, empowering participants to both offer and receive feedback constructively, fostering continuous growth and improvement.

WHO SHOULD ATTEND

This programme is designed for all employees seeking to improve their interpersonal and communication skills. A specialized module is available for managers to enhance their leadership in these areas.

Programme Content

1. Understanding Communication Styles and Their Impact

Explore the diverse ways individuals communicate and how these styles can impact workplace dynamics. Recognizing your own style and that of others is crucial for building rapport and preventing misunderstandings. This session will provide insights into common communication patterns and offer strategies for adapting your approach to connect more effectively with colleagues, leading to smoother collaborations and fewer interpersonal friction points.

 **Activity: Self-assessment quiz on communication styles.**

2. Navigating Difficult Conversations: A 5-Step Framework

Difficult conversations are inevitable in any professional setting, but they don't have to be dreaded. This section introduces a clear, actionable 5-step framework designed to help you approach sensitive topics with confidence and constructiveness. By following these steps, you can express your concerns respectfully, listen actively to the other person's perspective, and work towards a resolution that preserves relationships and achieves desired outcomes.

 **Activity: Role-playing common workplace scenarios.**

3. Conflict Resolution Through Interest-Based Negotiation

Conflicts often arise when individuals focus solely on their stated positions. This session delves into interest-based negotiation, a powerful approach that encourages exploring the underlying needs and motivations of all parties involved. By understanding these deeper interests, participants will learn to move beyond adversarial stances and collaborate on solutions that satisfy everyone, transforming potential disputes into opportunities for mutual gain.

 **Activity: Group exercise on identifying interests in a conflict scenario.**

4. Active Listening in High-Pressure Environments

Maintaining effective communication under stress is a significant challenge. This module focuses on honing active listening skills specifically for high-pressure situations, where misunderstandings can escalate quickly. Participants will learn techniques to stay present, manage their own reactions, truly hear what others are saying, and respond thoughtfully, thereby de-escalating tension and fostering clearer communication even during demanding times.

 **Activity: Paired listening practice with feedback.**

5. Building a Culture of Safe and Constructive Feedback

A healthy feedback culture is vital for organizational growth and individual development. This section guides participants on how to give and receive feedback in a manner that is both honest and supportive. You will learn to frame feedback constructively, focusing on behaviour and impact, and to receive it with an open mind, viewing it as an opportunity for learning rather than criticism, ultimately enhancing team performance and morale.

 **Activity: Developing personal feedback statements.**

6. Applying Skills for Ongoing Workplace Harmony

This concluding session synthesizes the skills learned throughout the programme, focusing on practical application for sustained workplace harmony. We will explore how to integrate these communication and conflict resolution strategies into daily interactions and team projects. Participants will leave with a clear understanding of how to proactively build positive relationships and manage challenges effectively, contributing to a more supportive and productive work environment for all.

 **Activity: Commitment setting for skill application.**

Action Plan

Concrete steps for implementation.

Action	Owner	Timeline	Notes
Communicate programme objectives and benefits to all employees.	HR/Manager	Week 1	Ensure all employees understand the value and purpose of the training.
Schedule and conduct the core training sessions for all employees.	HR	Month 1	Facilitate sessions ensuring active participation and engagement.
Organize a dedicated module for managers on leadership communication and conflict management.	Manager	Week 2	Tailor content to address specific leadership challenges.
Share a resource pack with key frameworks and tips post-training.	HR	Month 1	Provide easily accessible reference materials for ongoing support.
Encourage managers to model effective communication and conflict resolution in team meetings.	HR/Manager	Month 2	Promote practical application through leadership example.
Integrate communication and conflict resolution effectiveness into performance review discussions.	Leadership	Quarter 1	Establish accountability and continuous improvement mechanisms.

About Manas



Dr. Priya Dubey Sharma

Founder & Consulting Psychologist | Applied, Organizational & Behavioural Psychologist | PhD | 18+ Years

Dr. Priya Dubey Sharma brings 18+ years of applied psychology to corporate wellness. She has worked with SBI, educational institutions, and corporate teams across India. Her evidence-based approach combines CBT, mindfulness, and culturally contextualised psychology for measurable outcomes. She is the creator of the Performance FOMO Index™ and the High-Functioning Distress Framework™.

Manas – Center for Mental Wellness & Counselling

A MSME-registered organisation dedicated to evidence-based mental wellness.

UDYAM-MP-10-0120839

Ready to Partner With Us?



Website

manas365.com



Corporate Enquiries

manu@manas365.com



WhatsApp

[+91 99818 13224](https://wa.me/919981813224)



Book a Meeting

manas365.com/book-session

Disclaimer: This document has been prepared by Dr. Priya Dubey Sharma – Founder & Consulting Psychologist (Applied, Organizational & Behavioural Psychologist, PhD, 18+ years), Manas – Center for Mental Wellness & Counselling (UDYAM-MP-10-0120839). Content is for programme overview and educational purposes only. Nothing herein constitutes legal advice regarding POSH Act compliance – organisations should consult qualified legal counsel for specific legal guidance. For clinical or psychological support, please reach out to the Manas Team for personalised guidance, or consult a qualified Psychiatrist or licensed mental health professional. © 2026 Manas – Center for Mental Wellness & Counselling. All rights reserved. Confidential – prepared specifically for the named organisation. For queries: manu@manas365.com | +91 99818 13224