

PREPARED FOR

Manas – Center for Mental Wellness & Counselling

# Workplace Conflict Resolution Programme

Transform Conflict Into Collaboration

Presented by Dr. Priya Dubey Sharma

Manas – Center for Mental Wellness & Counselling

UDYAM-MP-10-0120839



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## Programme Overview

This programme acknowledges that workplace disagreements are natural and provides practical, evidence-based approaches to manage them constructively. Participants will gain skills to transform potential conflicts into opportunities for growth and improved team dynamics.

### Learning Objectives

- ✓ Understand the various forms workplace conflict can take, recognizing that different types require distinct resolution approaches and why this is vital for effective management.
- ✓ Explore the psychological drivers behind conflict escalation, learning to identify early warning signs and apply strategies to de-escalate tense situations, thereby fostering a calmer work environment.
- ✓ Master fundamental mediation techniques, empowering managers to facilitate constructive dialogue and guide teams towards mutually agreeable solutions, improving team cohesion.
- ✓ Clarify the essential role of HR in conflict resolution, understanding how to support managers, implement fair processes, and ensure organizational policies are upheld for a just workplace.
- ✓ Learn to cultivate a workplace culture that proactively addresses potential disagreements, building resilience and fostering an environment where open communication leads to innovation and productivity.
- ✓ Develop a personal action plan for applying learned conflict resolution skills in daily work, ensuring sustained positive impact on team relationships and overall organizational well-being.


#### WHO SHOULD ATTEND

This programme is designed for team leads, HR professionals, and managers who are responsible for fostering positive working relationships and managing interpersonal dynamics within their teams.

## Programme Content

### 1. Understanding the Spectrum of Workplace Conflicts

Workplace disagreements can manifest in various forms, from minor misunderstandings over tasks to deeper clashes of values or personalities. Recognizing these distinctions is the first step towards effective resolution. This section will explore common conflict types such as task conflict, relationship conflict, and process conflict, explaining how each impacts team morale and productivity. We will discuss why identifying the root cause is crucial for selecting the most appropriate intervention strategy to prevent escalation and foster a harmonious work environment.

 **Activity: Group discussion: Participants share anonymized examples of conflict types they have encountered and discuss initial thoughts on how they were managed.**

### 2. The Psychology of Conflict Escalation

Conflicts often escalate due to predictable psychological patterns. Understanding these patterns, such as the impact of emotional responses, cognitive biases, and communication breakdowns, is key to de-escalation. This session delves into why emotions can hijack rational thought during disagreements and how defensiveness can create a negative cycle. We will explore evidence-based techniques, like active listening and reframing, to interrupt this cycle, promoting calmer, more productive interactions and preventing minor issues from becoming major disruptions.

 **Activity: Role-playing exercise: Participants practice active listening and empathetic responses in simulated conflict scenarios.**

### 3. Foundational Mediation Skills for Leaders

Managers often find themselves acting as informal mediators. This section equips you with essential mediation skills to facilitate productive conversations between conflicting parties. We will cover techniques for setting ground rules, guiding parties to express their perspectives clearly, and helping them identify common ground and explore potential solutions. Learning these skills empowers you to manage disagreements effectively at the team level, fostering collaboration and preventing unresolved issues from impacting performance.

 **Activity: Case study analysis: Small groups analyze a mediation scenario and propose step-by-step interventions.**

#### 4. The Strategic Role of HR in Conflict Resolution

Human Resources plays a vital role in establishing and maintaining a fair and supportive workplace environment. This section clarifies HR's responsibilities in conflict resolution, including policy guidance, formal grievance procedures, and supporting managers through complex situations. We will discuss how HR can partner with leadership to implement consistent conflict management practices and ensure that all resolutions align with organizational values and legal requirements, promoting equity and trust.

 **Activity: Q&A session: Participants can ask specific questions about HR's role and processes in conflict resolution.**

#### 5. Cultivating a Conflict-Resilient Workplace Culture

Building a culture where conflict is viewed as an opportunity for improvement, rather than a threat, is essential for long-term success. This section focuses on proactive strategies to foster such an environment. We will discuss the importance of psychological safety, transparent communication channels, and establishing clear expectations for respectful interaction. By implementing these principles, organizations can enhance their ability to navigate disagreements constructively, leading to stronger teams and greater innovation.

 **Activity: Brainstorming session: Participants generate ideas for initiatives to promote a conflict-resilient culture within their specific departments.**

#### 6. Developing Your Personal Conflict Resolution Action Plan

Translating learning into practice is crucial for sustained impact. This final section guides participants in creating a personalized action plan to integrate the skills and strategies learned throughout the programme into their daily work. We will identify specific, measurable goals related to communication, mediation, and cultural influence. Committing to these actions will empower individuals to become more effective conflict resolvers, contributing to a more positive and productive workplace for everyone.

 **Activity: Individual reflection and action planning: Participants draft their personal commitment to implementing learned strategies.**

## Action Plan

Concrete steps for implementation.

Action	Owner	Timeline	Notes
Introduce a 'Communication Best Practices' guide for all teams.	HR/Manager	Week 1	Ensure the guide includes principles of active listening and respectful dialogue.
Conduct a brief team session on identifying early signs of conflict.	Manager	Week 2	Focus on non-confrontational ways to address emerging tensions.
Review and update existing internal grievance redressal policies.	HR	Month 1	Ensure clarity, accessibility, and fairness in the policy framework.
Schedule follow-up 'lunch and learn' sessions on specific conflict resolution techniques.	HR	Month 1	Topics could include negotiation basics or managing difficult conversations.
Incorporate conflict resolution effectiveness into manager performance reviews.	HR/Manager	Month 2	Set clear expectations and provide support for skill development.
Launch a campaign promoting psychological safety and open feedback channels.	Leadership	Quarter 1	Emphasize that constructive feedback is valued and essential for growth.

## 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

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Website

[manas365.com](https://manas365.com)



Corporate Enquiries

[manu@manas365.com](mailto:manu@manas365.com)



WhatsApp

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



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**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](mailto:manu@manas365.com) | +91 99818 13224