



The Institute of Banking and Finance of Trinidad and Tobago

Conflict Management: Practical Techniques for Leaders

Two (2) Day Workshop Outline



Overview:

This workshop is designed to equip leaders with the skills and strategies needed to effectively manage and resolve workplace conflicts. Through a combination of interactive sessions, practical exercises, and expert insights, participants will learn to analyze conflict dynamics, apply emotional intelligence, and implement proven techniques to foster a collaborative and productive work environment.

Learning Outcomes:

By the end of this course, participants will:

- Understand the dynamics and root causes of workplace conflicts.
- Identify their own conflict management style and adapt it to various situations.
- Apply emotional intelligence to manage and resolve conflicts effectively.
- Utilize practical tools and techniques for mediation, negotiation, and resolution.
- Foster a culture of open communication and proactive conflict management.
- Enhance their leadership skills to address and transform conflicts constructively.



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Day 1: Understanding and Analyzing Conflict

The Fundamentals of Conflict Management

- Defining Conflict: Types and Causes
- The Impact of Conflict on Teams and Organizations
- Myths and Misconceptions About Conflict
- The Leader's Role in Conflict Resolution

Identifying Conflict Dynamics

- Understanding Conflict Styles (Thomas-Kilmann Model)
- Analyzing the Root Causes of Conflict
- Recognizing Escalation Patterns
- Case Study: Real-World Examples of Conflict in the Workplace

Emotional Intelligence in Conflict Management

- Building Self-Awareness and Empathy
- Managing Emotional Responses During Conflict
- Techniques for Active Listening and Open Communication
- Exercises: Role-Playing Emotional Scenarios



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Day 2: Practical Conflict Resolution Techniques

Strategies for Resolving Workplace Conflicts

- Collaborative Problem-Solving Techniques
- Mediation Skills for Leaders
- Negotiation Tactics for Win-Win Outcomes
- Practical Exercises: Simulated Conflict Resolution

Building a Culture of Conflict Competence

- Encouraging Open Dialogue and Feedback
- Establishing Team Norms to Prevent Conflict
- Training Teams to Manage Conflict Independently
- Tools and Frameworks for Ongoing Conflict Management

Leadership and Conflict Management

- Adapting Leadership Styles to Different Conflict Scenarios
- Addressing Power Dynamics in Conflict
- Balancing Assertiveness and Accommodation
- Personal Development Plan: Enhancing Leadership in Conflict Situations



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FACILITATOR PROFILE

Ms. La Toya Griffith

La Toya seamlessly bridges the corporate and creative worlds, blending structure with innovation. With a Bachelor of Business Administration in Human Resource and Marketing Management, and a Master of Science in Human Resource Management specializing in Training and Development, she brings a strategic and evidence-based approach to HR policies and programs. A certified trainer by the Arthur Lok Jack Graduate School of Business and the International Labour Organisation, La Toya prioritizes compliance with Industrial Relations legislation and leverages her expertise in Labour Law and Alternative Dispute Resolution. Her passion lies in fostering dynamic, thriving work environments that balance creativity with corporate efficiency.