Garnet
Garnet Global Training Center

GGT-PD-111

Personal Effectiveness & Office Skills

Conflict Management

إدارة النزاعات

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (management)**

Overview

This program treats Conflict Management as a managed system: policies, roles, resources, performance indicators and continual improvement. Core skills that make every professional more productive and easier to work with. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Set up and run Conflict Management as a managed process with clear roles.
- Report clearly to senior management and stakeholders.
- Manage contractors, suppliers and internal customers.
- Plan resources, budgets and schedules realistically.
- Define KPIs and build simple dashboards for management.

Who should attend

Employees at all levels, new supervisors and administrative staff. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

Key topics

- Time and priority management
- Communication and writing
- Working with others
- Problem solving
- Digital productivity
- Personal development planning

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Conflict Management: the management framework

- Digital productivity
- Regional and international case studies

Day 2 Planning, resources and budgets

- Personal development planning
- Time and priority management

Day 3 Performance measurement and control

- Communication and writing
- Checklists and templates to take away

Day 4 Risk, compliance and improvement

- Working with others
- Group discussion and peer review

Day 5 Management case study and action plan

- Problem solving
- Measurement and reporting

10-day outline

Day 1 Conflict Management: the management framework

- Digital productivity
- Regional and international case studies

Day 2 Planning, resources and budgets

- Personal development planning
- Time and priority management

Day 3 Performance measurement and control

- Communication and writing
- Checklists and templates to take away

Day 4 Risk, compliance and improvement

- Working with others
- Group discussion and peer review

Day 5 Management case study and action plan

- Problem solving
- Measurement and reporting

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Hands-on workshop on a workplace challenge

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Common mistakes and how to avoid them

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
21–25 Mar 2027	5-day classroom	Muscat	Arabic	4,750
21 Jun – 2 Jul 2027	10-day classroom	Dubai	English	8,950
2–6 Aug 2027	5-day classroom	Abu Dhabi	English	4,750
1–5 Nov 2027	5-day online	Live online	English	2,950
14–18 Feb 2028	5-day classroom	Istanbul	English	4,750
1–5 May 2028	5-day classroom	Dubai	English	4,750
17–28 Jul 2028	10-day online	Live online	English	5,450
6–17 Nov 2028	10-day classroom	Paris	English	8,950
5–9 Feb 2029	5-day classroom	Dubai	Arabic	4,750

Dates	Format	City	Language	Fee (USD)
15–19 Jul 2029	5-day classroom	Jeddah	Arabic	4,750
13–17 Aug 2029	5-day online	Live online	Arabic	2,950
10–21 Sep 2029	10-day classroom	London	English	8,950
12–23 May 2030	10-day classroom	Amman	English	8,950
17–21 Jun 2030	5-day classroom	Vienna	English	4,750
12–23 Aug 2030	10-day online	Live online	Arabic	5,450
7–11 Oct 2030	5-day classroom	Geneva	English	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/