



HUMAN RESOURCES AND TRAINING

Conflict in the Workplace and Change Management: HR's Role

Course code: HRT-076

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

- Gain practical strategies to manage and resolve workplace conflict effectively.
- Understand the critical role HR plays in facilitating change and maintaining a positive work environment.
- Develop skills to support organizational change initiatives while minimizing resistance.
- Enhance your ability to foster collaboration and constructive communication.
- Equip yourself to handle challenging employee relations scenarios confidently.

Why Attend

- Interactive case studies and group discussions.
- Role-playing scenarios to practice conflict resolution.
- Expert-led presentations on change management frameworks.
- Practical exercises to apply learning to real-world situations.

Who Should Attend

HR professionals and managers.
Team leaders and supervisors.
Organizational development specialists.
Employee relations officers.
Anyone involved in change management or conflict resolution.

— Learning Objectives

- Identify sources and types of workplace conflict.
- Apply effective conflict resolution techniques.
- Understand HR's responsibilities in managing organizational change.
- Develop communication strategies to reduce resistance to change.
- Create action plans for supporting employees through transitions.

Course Outline

DAY
1

Understanding Workplace Conflict

- Explore common causes and types of conflict in the workplace.
- Assess the impact of unresolved conflict on teams and organizations.
- Identify early warning signs and escalation patterns.

DAY
2

Conflict Resolution Strategies

- Apply proven conflict resolution models and techniques.
- Practice active listening and effective questioning.
- Develop skills for mediating employee disputes.

DAY
3

HR's Role in Change Management

- Examine the stages of organizational change and HR's involvement.
- Define key responsibilities for HR during transitions.
- Align HR policies with change initiatives.

DAY
4

Communication and Engagement During Change

- Craft communication plans to support change.
- Address employee concerns and reduce resistance.
- Engage stakeholders through transparent dialogue.

DAY
5

Integrating Conflict Management with Change Initiatives

- Develop integrated action plans for managing conflict during change.
- Evaluate case studies of successful HR interventions.
- Implement mechanisms for ongoing feedback and improvement.

— Upcoming Classroom Dates

Schedule available on request. Contact SPARK Training for current dates, locations, and fees.

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.