

# Influence and Conflict Management : Navigating Power and Resolving Disputes

In today's dynamic workplace, the ability to influence others and manage conflicts effectively is crucial for building strong relationships, fostering collaboration, and achieving long-term success. Conflicts naturally arise in interactions with colleagues, clients, and stakeholders, but successful leaders know how to approach these challenges constructively. **\*\*Dishan Kamdar\*\***, a recognized expert in leadership and negotiation, has designed this comprehensive two-day course to help professionals develop essential conflict resolution and influence skills.

Through immersive conflict resolution simulations, real-world case studies, and interactive discussions, participants will gain practical strategies to address disputes, influence outcomes, and strengthen relationships in both personal and professional settings. By the end of the program, attendees will have mastered tools and frameworks to navigate conflicts effectively, leveraging influence to achieve mutually beneficial solutions.

Tailored for leaders, managers, and professionals responsible for overseeing teams, resolving disputes, or negotiating in high-stakes environments, this course is ideal for those looking to refine their ability to manage difficult conversations, foster collaboration, and drive positive outcomes using advanced conflict resolution and influence techniques.

## Objectives

- Learn techniques to influence key stakeholders while maintaining strong, positive relationships
- Understand the root causes of conflict and how to address them constructively.
- Develop effective strategies for managing interpersonal conflicts within teams.
- Gain insights into negotiating win-win solutions during conflict scenarios.
- Enhance communication skills for high-pressure and emotionally charged situations.
- Master techniques to de-escalate conflicts and guide them toward productive resolutions.
- Understand the psychological dynamics of power, influence, and conflict.
- Apply conflict management frameworks in simulated, real-world situations.
- Recognize the role of emotional intelligence in resolving conflicts.
- Balance assertiveness with empathy to achieve effective and respectful negotiations.

# Day 1

**Time :** 9:00 AM - 10:30 AM

## **Fundamentals of Influence and Conflict Management**

- Overview - Introduction to the concepts of influence and conflict management, exploring their roles in leadership and team dynamics.
- Learning Objectives: Understand the foundations of influence and its application in resolving conflicts. Identify common sources of conflict in organizational settings.
- Activities: Case studies on influence and conflict, self-assessment of conflict styles.

**Time :** 10:45 AM - 12:15 PM

## **The Psychology of Influence**

- Overview: Examine the psychological principles behind influence, including authority, reciprocity, and social proof.
- Learning Objectives: Develop a deeper understanding of how to use influence to sway decisions and guide conflict resolution.
- Activities: Group exercises on applying influence in challenging scenarios, video analysis of influential tactics.

**Time :** 1:15 PM - 2:45 PM

## **Conflict Styles and Personal Approach to Conflict**

- Overview: Explore different conflict resolution styles (e.g., avoidance, accommodation, competition, collaboration) and when to apply them.
- Learning Objectives: Assess personal conflict management style and learn how to adapt it based on the situation.
- Activities: Role-play scenarios to explore various conflict management styles, peer feedback on approach.

**Time :** 3:00 PM - 4:30 PM

### **Building Trust and Navigating Difficult Conversations**

- Overview: Learn how to build trust and manage difficult conversations effectively during conflict.
- Learning Objectives: Develop skills to foster trust, maintain relationships, and engage in constructive conversations under pressure.
- Activities: Trust-building exercises, group discussion on handling difficult dialogues in conflict.

# Day 2

**Time :** 9:00 AM - 10:30 AM

## **Strategic Influence and Power Dynamics**

- Overview: Analyze the dynamics of power and influence in organizational conflicts, and how they can be used to achieve resolution.
- Learning Objectives: Understand the role of formal and informal power in resolving disputes and guiding outcomes.
- Activities: Power-mapping exercises, real-world case discussions on power in conflict.

**Time :** 10:45 AM - 12:15 PM

## **Conflict Resolution Frameworks**

- Overview: Introduction to frameworks for resolving conflicts, such as interest-based negotiation and mediation strategies.
- Learning Objective: Learn how to apply structured approaches to resolve conflicts and foster collaboration between conflicting parties.
- Activities: Conflict resolution simulations, discussion on successful and unsuccessful conflict resolution cases.

**Time :** 1:15 PM - 2:45 PM

## **Managing Emotions in Conflict**

- Overview: Focus on emotional intelligence and the importance of managing emotions (both personal and others') during conflict situations.
- Learning Objectives: Gain tools to stay calm under pressure and manage emotional responses effectively during conflicts.
- Activities: Emotional intelligence assessment, group discussion on emotional triggers in conflict.

**Time :** 3:00 PM - 4:30 PM

### **Navigating Complex, Multiparty Conflicts**

- Overview: Explore strategies for managing multi-party, multi-issue conflicts, where multiple stakeholders and issues are involved.
- Learning Objectives: Learn how to lead negotiations and manage competing interests in complex conflict scenarios.
- Activities: Multi-party conflict simulations, group reflection on tactics used and outcomes achieved.